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MEMORANDUM

TO: HONORABLE MAYOR &
CITY COUNCIL

FROM: Ian Appleyard
Director of Human
Resources Management

SUBJECT: Equal Access to Services Ordinance
Information Memorandum

DATE: September 2, 2022

City Administrator Approval: 

Date: Sep 12, 2022

INFORMATION

This Information Memorandum documents compliance effort to the Equal Access to Services Ordinance (EAO) for Fiscal Year (FY) 2021-22.

EXECUTIVE SUMMARY

This report serves as the City Administrator's Annual Compliance Report on the implementation of the Equal Access to Services Ordinance for the period July 1, 2021 through June 30, 2022.

BACKGROUND/ LEGISLATIVE HISTORY

Title VI of the Civil Rights Act of 1964 provides "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance". Title VI regulations requires recipients of federal funding to take reasonable steps to ensure meaningful access to benefits, services, information for individuals with Limited English-speaking Proficiency (LEP), to facilitate engagement by LEP, to establish complaint procedures, and to develop Language Assistance Plans.

California Government Code § 11135 prohibits discrimination by agencies that receive state funds and requires them to provide equal access without regard to race, color, national origin or ethnic group and the Bilingual Services Act, Ca. Gov. Code §7290 et seq., requires that every local public agency provide language access services to persons who are LEP.

The City of Oakland Language Access Plan establishes standards and procedures for promoting meaningful access to City programs and activities to persons, including LEP Persons. It supplements, but does not supersede, Ordinance No. 12324, Municipal Code Chapter 2.30, or the requirements of the City’s Settlement Agreement in Family Bridges et al. v. Lindheim, Case No. RG 08049445 and Echo, et al. v. City of Oakland, et al., Case No. RG 08409443.

ANALYSIS

Using qualified bilingual employees, qualified interpreters, qualified translators; telephone, internet or video interpretation; and translated materials, the City provides meaningful access to City programs and activities to members of the public who are limited English-speaking. Every City Department assigns a management level employee as their Departmental Language Access Coordinator to coordinate language access with the Equal Access Office. Language access services are offered at no cost to the public.

1. Language Groups Identified

The two language groups that meet the 10,000-threshold requirement are Spanish and Chinese while the language groups that meet the 1,000 thresholds are Vietnamese, Arabic, Tagalog, Khmer and Korean. The City of Oakland relies on the United States Census Bureau’s American Community Survey for LEP data. The latest available American Community Survey (B16001) for Oakland LEP data is the 2017 version, and this has been verified with the US Census Bureau in May 2022. Percentage of LEP population is used as a guideline for the measure of minimal compliance for public contact position bilingual employees. Unless otherwise noted, “bilingual employees” mentioned in this memorandum refer to those who are bilingual in English/Spanish languages or English/Chinese languages; this memorandum does not include an account of employees who may be bilingual in languages other than the threshold language groups. The rate of eleven percent is used for the Spanish LEP, and the rate of five percent is used for the Chinese LEP population guideline.

Chart 1: Language Groups in Oakland

Language		LEP Population	Threshold Population%
Threshold Language Group (At least 10,000 LEP)	Spanish Chinese	45,675 19,722	11% 5%
LEP Language Group (At least 1,000 LEP)	Vietnamese Arabic Tagalog Khmer Korean	5,261 2,173 1,474 1,061 1,040	

2. Interpretation of Oral Communications

2.1 Bilingual Public Contact Position (PCP) Employees – Citywide Assessment

All City departments have submitted an annual compliance report for FY 2021-22. Consistent with the City’s practice for the past several years, data in this report was analyzed based on the Full-Time-Equivalent (FTE) count of filled positions.

There are 2,214 Public Contact Position (PCP) reported, of which 429 positions are filled with bilingual English/Spanish speaking employees, and 154 positions are filled with bilingual English/Chinese speaking employees. When compared to the minimum threshold language goal of 11% and 5%, our City achieved 19% and 7% in overall bilingual PCP percentages. **Chart 2** captures Citywide compliance status as of June 30, 2022.

Chart 2: City-Wide Assessment FY2021-22			SPANISH-SPEAKING		CHINESE-SPEAKING	
DEPARTMENTS	FTE	PCP	BPCP	%	BPCP	%
MIN. THRESHOLD GOAL				11%		5%
ANIMAL SERVICES	24	18	6	33%	2	11%
CITY ADMINISTRATOR	41	18	2	11%	2	11%
CITY ATTORNEY	77	9	1	11%	1	11%
CITY AUDITOR	10	4	2	50%	0	0%
CITY CLERK	17	4	1	25%	1	25%
CITY COUNCIL	38	38	3	8%	0	0%
ECONOMIC & WORKFORCE	58	12	4	33%	1	8%
FINANCE	126	48	9	19%	4	8%
FIRE	561	487	60	12%	10	2%
HOUSING	62	39	6	15%	3	8%
HUMAN RESOURCES	43	4	1	25%	1	25%
HUMAN SERVICES	175	87	13	15%	9	10%
INFORMATION TECH	69	0	0	0%	0	0%
MAYOR	14	11	2	18%	1	9%
PUBLIC LIBRARY	265	131	31	24%	17	13%
PARKS RECREATION	232	208	86	41%	40	19%
PLANNING & BUILDING	148	94	16	17%	9	10%
POLICE	992	820	155	19%	39	5%
POLICE COMMISSION-CPRA	12	9	2	22%	2	22%
POLICE COMMISSION-OIG	1	1	0	0%	0	0%
PUBLIC WORKS	690	30	7	23%	5	17%
PUBLIC ETHICS COMMISSION	6	1	1	100%	0	0%
RACE & EQUITY	3	0	0	0%	0	0%
TRANSPORTATION	382	120	14	12%	6	5%
VIOLENCE PREVENTION	31	10	5	50%	1	10%
WORKFORCE & EMPLOYMENT STD	21	11	2	18%	0	0%
TOTAL	4,098	2,214	429	19%	154	7%
ACTUAL PERCENTAGE				19%		7%

CPRA = Community Police Review Agency OIG = Office of Inspector General
 BPCP = Bilingual Public Contact Position □ Identified area of concern ^ Statistically insignificant (low/no PCP)

3. Translation of Vital Documents & Multilingual Recordings

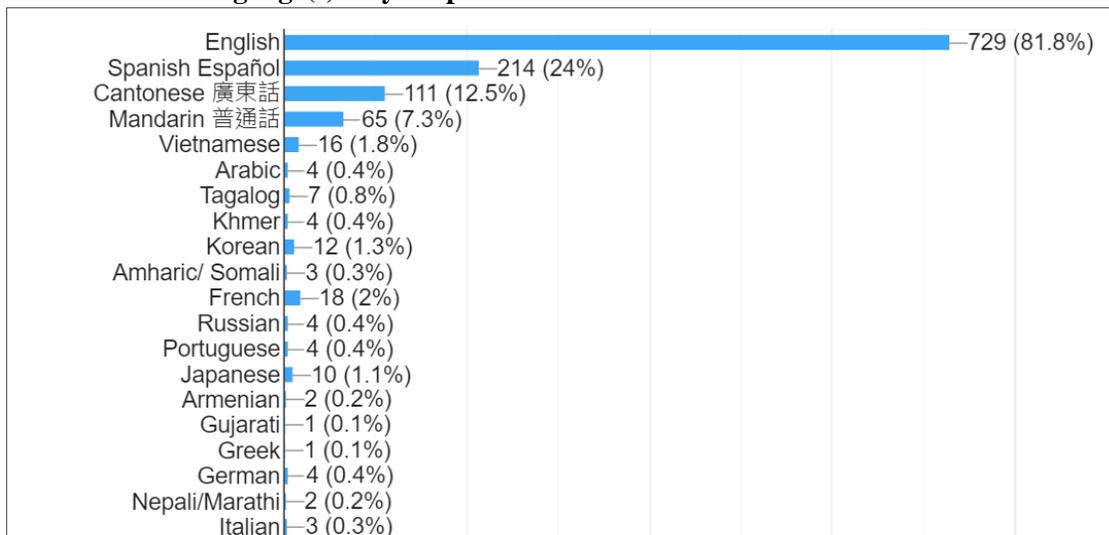
Vital Document refers to written information that contains information critical for obtaining City services and/or benefits. Examples include applications, intake forms, complaint forms and other written documents that have the potential for determining eligibility for, or access to, a program or activity of a City Department.

Vital Documents are to be translated into threshold languages and made available timely upon publication of the documents in English. This year, 586 vital documents are reported, with translations available. The City also offers customer service phone numbers to the public, of which 81 phone numbers reported to have multilingual recorded information.

4. Language Access Survey

An Equal Access Survey is to be launched every two years to provide a qualitative assessment of language needs and identify possible service gaps. City staff launched a survey in Spring 2022. Many City facilities were offering limited access to the public or facing a big reduction in walk-in clients, as a result of the coronavirus pandemic. In addition to paper surveys, a contactless option was made available with the use of QR Code. A kickoff meeting took place in March 2022. A total of 895 surveys were collected. Among survey respondents who identified self as LEP, 9% expressed having difficulty to use City services during their recent visit to a City office. The Oakland Public Libraries collected the most surveys with 304 surveys, followed by Oakland Police Department with 220 surveys, and Human Services Department collected 58 surveys. Chart 3 shows popular spoken languages in Oakland as identified in the Citywide survey.

Chart 3: What language(s) do you speak?



5. Other Language Access Activities for Fiscal Year 2021-2022

Total number of translated documents produced this year is 749. Among all the translation requests, 70% asked for Spanish and/or Chinese translations. These numbers include all translation projects submitted to the Equal Access Office. Examples include new or updated vital document translation, letters, social media postings, and newsletters.

Total number of professional interpretation hours provided equals 354 hours. Among all the 93 requests, 82 sessions were provided virtually through on-line platforms, and 11 were provided in-person.

In terms of languages requested, Spanish accounted for 60%, Cantonese accounted for 18%, and Mandarin accounted for 4%. On-Call interpreters are also available over the phone with an average connection time of less than one minute.

Total number of language access complaints received is one. An anonymous complaint alleged that a project (Oakland Chinatown Benefit District Special Tax Voting) managed by the Economic & Workforce Development Department (EWD) did not provide voting materials in Chinese. Upon review, the department put in good faith effort to translate the “Notice of Public Hearing And Assessment Ballot Procedure”; provided a phone number for the public to request translation of the document; and responded to phone messages received. It appeared that no request for translation into Chinese was received through the phone line. EWD was recommended to provide future ballots in threshold languages upon publication in English.

Total number bilingual language fluency test administered is 93. City of Oakland continues to support bilingual employees by administrating bilingual tests and verifying foreign language skills. 534 City employees received bilingual pay totaling \$666,800 dollars. The City is committed to hiring and training sufficient bilingual employees in public contact positions to provide meaningful access to City services. **Chart 4** summarizes trainings offered this year.

Chart 4: Citywide Language Access Training

Monthly	New Employee Orientation – Language Access Training
Quarterly	Supervisor Academy - Language Access Training
On-Going	Citywide Training: People with Access and Functional Needs Training provided by Fire Department
On-Going	Title VI Civil Rights Act Training – Provided Title VI coordinator, ADA and Equal Access offices
10/11/2021	Citywide Training: Enabling Inclusivity in Public Meetings with Live Interpretations
3/10/2022	Language Access Coordinators Meeting & Survey Kickoff
4/27/2022	Citywide Training: Community Engagement: ADA & Equal Access Compliance Training

5. Conclusion

The intent of the Equal Access Ordinance is to create a service environment where every customer receives the same quality of services regardless of English language proficiency. This annual review process continues to guide departments in developing practices required to meet the diverse LES population in Oakland and ensure that residents and visitors have full and equal access to City services. Every City department actively participated in this review process and have submitted a department compliance report. The number and percentages of bilingual employees working at public contact positions exceeded the minimum threshold goal. Yet, there is still more to do as some areas still fall short of meeting the set goals. An area of concern is that some departments established in recent years do not yet have multilingual print material readily available for the public to understand its functions and services. Continuous development of awareness, community partnership, and recruitment of linguistically competent bilingual staff is still needed to improve access to services.

LEP Language Groups shall be included in the City's overall public engagement strategies, including by: (1) scheduling meetings at times and locations that are convenient and accessible for LEP communities; (2) using different meeting sizes and formats; (3) coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach LEP communities; and (4) using advertisements placed through radio, television, newspaper, online, and other forums that serve or reach LEP populations. The Equal Access Program office will continue to support City departments on its effort to engage all community groups, including the limited-English speaking population groups, in City programs.

For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-3112.

Attachment (1):

A. Comprehensive compliance data

Respectfully submitted,



IAN APPLEYARD
Director of Human Resources

Reviewed by:
Tina Pruett, Human Resources Manager

Prepared by:
May Tam, Program Analyst III, Equal Access Office

Comprehensive Compliance Data
to
Equal Access to Services Ordinance Information Memorandum
Fiscal Year 2021-2022



B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2017 American Community Survey 1-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

	Oakland city, California	
	Estimate	Margin of Error
Total:	398,551	+/-2,329
Speak only English	234,789	+/-8,302
Spanish:	89,603	+/-6,936
Speak English "very well"	43,928	+/-4,160
Speak English less than "very well"	45,675	+/-5,455
French (incl. Cajun):	3,534	+/-1,535
Speak English "very well"	3,201	+/-1,434
Speak English less than "very well"	333	+/-318
Haitian:	328	+/-332
Speak English "very well"	328	+/-332
Speak English less than "very well"	0	+/-210
Italian:	296	+/-212
Speak English "very well"	265	+/-196
Speak English less than "very well"	31	+/-51
Portuguese:	1,298	+/-695
Speak English "very well"	880	+/-571
Speak English less than "very well"	418	+/-317
German:	1,525	+/-587
Speak English "very well"	1,228	+/-504
Speak English less than "very well"	297	+/-239
Yiddish, Pennsylvania Dutch or other West Germanic languages:	540	+/-521
Speak English "very well"	540	+/-521
Speak English less than "very well"	0	+/-210
Greek:	711	+/-700
Speak English "very well"	490	+/-402
Speak English less than "very well"	221	+/-367
Russian:	1,065	+/-683
Speak English "very well"	713	+/-513
Speak English less than "very well"	352	+/-384
Polish:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Serbo-Croatian:	0	+/-210

	Oakland city, California	
	Estimate	Margin of Error
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Ukrainian or other Slavic languages:	182	+/-244
Speak English "very well"	182	+/-244
Speak English less than "very well"	0	+/-210
Armenian:	304	+/-387
Speak English "very well"	43	+/-73
Speak English less than "very well"	261	+/-382
Persian (incl. Farsi, Dari):	954	+/-533
Speak English "very well"	768	+/-450
Speak English less than "very well"	186	+/-193
Gujarati:	954	+/-803
Speak English "very well"	613	+/-479
Speak English less than "very well"	341	+/-390
Hindi:	291	+/-235
Speak English "very well"	291	+/-235
Speak English less than "very well"	0	+/-210
Urdu:	266	+/-319
Speak English "very well"	266	+/-319
Speak English less than "very well"	0	+/-210
Punjabi:	307	+/-284
Speak English "very well"	167	+/-169
Speak English less than "very well"	140	+/-229
Bengali:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Nepali, Marathi, or other Indic languages:	844	+/-690
Speak English "very well"	438	+/-302
Speak English less than "very well"	406	+/-619
Other Indo-European languages:	463	+/-320
Speak English "very well"	463	+/-320
Speak English less than "very well"	0	+/-210
Telugu:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Tamil:	216	+/-259
Speak English "very well"	90	+/-149
Speak English less than "very well"	126	+/-210
Malayalam, Kannada, or other Dravidian languages:	56	+/-66
Speak English "very well"	56	+/-66
Speak English less than "very well"	0	+/-210
Chinese (incl. Mandarin, Cantonese):	28,104	+/-3,848
Speak English "very well"	8,382	+/-1,853
Speak English less than "very well"	19,722	+/-2,968
Japanese:	1,048	+/-594
Speak English "very well"	528	+/-400
Speak English less than "very well"	520	+/-378
Korean:	1,855	+/-886
Speak English "very well"	815	+/-453
Speak English less than "very well"	1,040	+/-670
Hmong:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Vietnamese:	7,117	+/-2,138
Speak English "very well"	1,856	+/-868
Speak English less than "very well"	5,261	+/-1,869
Khmer:	2,278	+/-1,615
Speak English "very well"	1,217	+/-1,054
Speak English less than "very well"	1,061	+/-665

	Oakland city, California	
	Estimate	Margin of Error
Thai, Lao, or other Tai-Kadai languages:	215	+/-185
Speak English "very well"	184	+/-178
Speak English less than "very well"	31	+/-50
Other languages of Asia:	3,462	+/-2,295
Speak English "very well"	1,777	+/-1,384
Speak English less than "very well"	1,685	+/-1,256
Tagalog (incl. Filipino):	3,295	+/-1,185
Speak English "very well"	1,821	+/-709
Speak English less than "very well"	1,474	+/-760
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	912	+/-465
Speak English "very well"	733	+/-450
Speak English less than "very well"	179	+/-184
Arabic:	4,024	+/-1,790
Speak English "very well"	1,851	+/-947
Speak English less than "very well"	2,173	+/-1,339
Hebrew:	288	+/-233
Speak English "very well"	288	+/-233
Speak English less than "very well"	0	+/-210
Amharic, Somali, or other Afro-Asiatic languages:	4,030	+/-2,045
Speak English "very well"	1,818	+/-1,066
Speak English less than "very well"	2,212	+/-1,123
Yoruba, Twi, Igbo, or other languages of Western Africa:	705	+/-613
Speak English "very well"	603	+/-585
Speak English less than "very well"	102	+/-118
Swahili or other languages of Central, Eastern, and Southern Africa:	443	+/-460
Speak English "very well"	293	+/-271
Speak English less than "very well"	150	+/-228
Navajo:	65	+/-107
Speak English "very well"	43	+/-72
Speak English less than "very well"	22	+/-36
Other Native languages of North America:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Other and unspecified languages:	2,184	+/-1,320
Speak English "very well"	232	+/-202
Speak English less than "very well"	1,952	+/-1,289

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: <https://www.census.gov/programs-surveys/acs/technical-documentation/user-notes/2017-02.html> type="Reference" target="_blank">2016 Language Data User note.

While the 2017 American Community Survey (ACS) data generally reflect the July 2015 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates

United States Census Bureau American Community Survey

Oakland City, California

Limited-English-Speaking Population Data by Zip Code			
	SPANISH-SPEAKING %	CHINESE-SPEAKING %	VIETNAMESE-SPEAKING %
CITYWIDE	11%	5%	1%
Zip Code 94601	26%	6%	3%
Zip Code 94602	4%	6%	1%
Zip Code 94603	25%	2%	1%
Zip Code 94605	9%	1%	0%
Zip Code 94606	8%	15%	6%
Zip Code 94607	5%	16%	1%
Zip Code 94608	4%	2%	0%
Zip Code 94609	2%	1%	0%
Zip Code 94610	1%	3%	0%
Zip Code 94611	1%	2%	0%
Zip Code 94612	3%	13%	0%
Zip Code 94613	1%	3%	0%
Zip Code 94618	1%	1%	0%
Zip Code 94619	6%	6%	1%
Zip Code 94621	31%	1%	1%

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
CAO	Voice Mail Script	MP4	x					
CAO	NNO 2021 flyer rack	Text	x	x	x			
CAO	Redistricting flyer	Text	x	x	x			
CAO	Oakland Redistricting Commission	Text	x	x	x			
CAO	Letter to Neighbors-Neighborhood Services Division	Letter	x					
CAO	Hospitality and Travel Worker Right to Recall Ordinance	Ordinance	x	x	x			
CAO	VirTra Flyer	Flyer		x				
CAO	Measure FF Minimum Wage poster set for 2022	Text	x	x	x			
CAO	Chinatown NCPC- update	Text		x				
CAO	Measure Z Minimum Wage poster set for 2022	Text	x	x	x			
CAO	Vaccination	Text	x	x				
CAO	Redistricting Flyer	Flyer	x	x	x			
CAO	Measure Z Minimum Wage poster set for 2022	Text	x	x	x			
CAO	DOT Zero emission	Text		x				
CAO	Homeless program text	Email	x					
CAO	Vaccination poster	Text	x	x	x	x	Arabic, Korean	2
CAO	Email response Homeless program	Email	x					
CAO	Lunar New Year Safety Tips	Flyer		x				
CAO	Reopening services signs	Sign	x	x				
CAO	2 statements	Letter	x					
CAO	Better Neighborhoods, Same Neighbors Stakeholder Committee	Text	x	x				
CAO	MFV Handouts	Handouts	x	x				
CAO	Better Neighborhoods, Same Neighbors Stakeholder Committee	Text	x	x				
CAO	Voice message 5.3.22	Text	x					
CAO	Golden Eagle Drill Press Release	Text	x	x	x	x	Arabic, Talago, Khmer, Korean	4
CAO	EICRC Closure letter	Letter	x					
CAO	Police Commission Recruitment	Flyer	x					
COUNCIL	Budget Letter	Letter	x	x	x			
DOT	Survey Broadway clean	Survey		x				
DOT	Hillmont Drive Staircase Project	Notice	x					
DOT	Bike Newsletter	Newsletter	x	x	x			
DOT	14th Street Safety Project	Flyer	x	x				
DOT	LCC senior Senior Project	Flyer	x					
DOT	Electric Vehicles (EV) for Lion Creek Crossings	Flyer	x			x	Arabic	1
DOT	OakDOT Flyer	Flyer	x	x	x			
DOT	TDM Mobility Survey	Text				x	Arabic	1
DOT	Paving presentation	presentation	x	x	x			
DOT	Broadway Bus Lanes	Text	x	x				
DOT	Bike project	Text	x	x	x			
DOT	Paving store map year 2	Text	x	x				
DOT	Paving presentation notes	Text	x	x				
DOT	Mail in survey	Text	x	x	x			
DOT	ADA Curb Ramp Program Application	Form	x	x				
DOT	LCC Fact sheet	Text	x	x				
DOT	The Outlook Staircase project survey	Survey	x	x				
DOT	OakMob Mid program Survey	Survey	x	x	x	x	Arabic	1

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
DOT	Outlook Staircase	Text	x	x				
DOT	HSIP 9 Macarthur Boulevard	Text	x	x				
DOT	Lake Merrit wild life refugeee	Text	x	x				
DOT	HSIP 9 Macarthur Boulevard	Text	x	x				
DOT	MLK Paving Project	Text	x	x				
DOT	Bike News letter -winter	Newsletter	x	x	x			
DOT	Short sentences for translation	Text	x	x				
DOT	27th and Lakeside Streets postcard	Postcard	x	x				
DOT	Admin review claims	Claims		x				
DOT	Short paragraph	Text	x	x				
DOT	PPT 3 notice	Flyer	x	x	x			
DOT	Chinatown parking updates	Flyer		x				
DOT	Mobility survey	Survey		x				
DVP	Town Nights	Flyer	x	x	x			
DVP	Text or flyer	Text		x	x			
DVP	Consent Form	Form	x	x				
DWES	Living Wage Bulletin	Flyer	x	x				
DWES	Minimum Wage Update	Text			x			
DWES	Minimum Wage Update	Text			x			
DWES	DWES Enforcement Regs	Text	x	x	x			
DWES	Living Wage Letter	Letter	x	x				
DWES	Living Wage Bulletin Update	Letter	x	x				
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Workshop dates change	Text	x	x	x			
EWD	Shop Oakland Promo-back to school	Text	x	x	x			
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Workforce Development Board's free online skills training platform	Text	x					
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	BRT text update	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Remote BAC flyer	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Shop Local Holiday Campaign	Text	x	x	x			
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business Satisfaction Survey	Survey	x	x	x	x	Korean, Arabic	2
EWD	BRT BAF webpage text - survey update 10.21	Survey	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Unpermitted massage establishment	Letter	x	x				
EWD	Unpremitted Food vending	Letter	x					
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Holiday animation	Text	x	x	x			
EWD	Flyer	Text	x	x	x			
EWD	Review letter	Letter	x					
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Neighborhood Business Assistance rack card	Text	x	x	x	x	Arabic,Korean	2
EWD	Vaccination ordinance FAQ and Protocol Template	Text	x	x	x	x	Arabic, Korean	2
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Vending Cease and Desist 2022	Ordinance	x	x				
EWD	Measure FF minimum wage claim form	Form			x			
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Measure Z claim form	Form			x			
EWD	Vaccine ordinance FAQ	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Update FAQ	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	2 Video transcripts	Video	x					
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Small Business Week	Text	x	x	x			
EWD	MFV_Courtesy_Letters_Draft_2022	Letter	x	x				
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Community Pledge	Text	x	x	x	x	Arabic,Talago,Khmer, Korean	4
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text						
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Moblie Food Vending Violation	Letter	x					
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Lakeshore BID renewal	Letter	x	x				
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Group site/ Mobile Vending permit Application	Form	x	x				
EWD	Verify Proof of Vaccination	FAQ	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	Business update email	Text	x	x	x	x	Arabic	1
EWD	County Mask Requirement	Text	x	x	x	x	Arabic	1
EWD	City wide service card	Postcard	x	x	x			
EWD	One line insert	Text				x	Arabic	1
EWD	Business email update	Text	x	x	x	x	Arabic	1
EWD	Food vending application	Form			x			
EWD	Business email update	Text	x	x	x	x	Arabic	1
FINANCE	BT Notice of Assessment	Letter	x	x				
FINANCE	Petition of Vacancy & Refund Form	Form	x	x	x			
FINANCE	Administrative Review form (5forms)	Form		x	x	x	French, Mongolian	2
FINANCE	Broucher tax 4 doc	Brochure	x	x				
FINANCE	Special assesment exemption app 22-23 Property Tax	Form	x	x				

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
FINANCE	Front Door Notice	Notice	x	x				
FINANCE	5 Refund & Rebate Forms	Form	x	x				
HCD	ERAP1 Portal Message	Text	x	x				
HCD	Propety owner notice	Text	x	x				
HCD	HCD presentation	presentation		x				
HCD	Notice to Tenants of Move-Out Negotiations	Letter	x	x				
HCD	ERAP Flyer	Flyer	x	x				
HCD	ERAP Flyer	Flyer			x			
HCD	Notice tenants of theresidential -Rent Adjustment Program	Letter	x	x				
HCD	Guide to Oakland Rental Housing Law	Text	x	x				
HCD	FAQ Sheet Emergency Moratorium	Text	x	x	x	x	Arabic, Khmer, Korean, Tagalog	4
HCD	Oakland Rental Assistance Application Received	Text	x	x				
HCD	Repairs letter	Letter		x				
HCD	SFH Exemption Cert info sheet	Letter	x	x				
HCD	Lease Addendum	Notice	x	x				
HRM	Medical verification form	Form	x					
HRM	Public record request	Text	x					
HRM	2 FMLA sets	Handouts	x					
HRM	Leave letter	Letter	x					
HRM	Survey	Text	x	x				
HRM	Language List for Webpage	Review	x	x	x	x	Cebuano, Filipino,Hmong, Japanese, Khmer, Korean, Mongolian	7
HSD	Community meeting Clinton Partk	Text			x			
HSD	ASSETS Flyer, Requirement, Screening Form	Flyer	x	x				
HSD	Lakeview Village community meeting	Text			x			
HSD	3 forms -Parents agreement, Code of conduct, Admission	Form	x					
HSD	Parent Handbook Update	Handouts	x	x				
HSD	Headstart mask notice	Text	x	x				
HSD	2021 Community Day Thanks	Flyer	x	x	x			
HSD	Emergency exit only	Text	x	x				
HSD	MSSP letters for proofreading	Letter		x				
HSD	MSSP letters for proofreading	Letter	x					
HSD	2 agendas HSDAdvisory and council meeting	Agenda	x	x				
HSD	Head Start Parent Letter-sungate	Form	x	x				
HSD	2 agendas HSD advisory and council meeting	Agenda	x	x				
HSD	Proof of Vaccination Requirement Senior Centers	Letter	x	x				
HSD	Volunteer Memo	Memo		x	x			
HSD	AOM saved the date-short	Text	x	x				
HSD	AOM saved the date	Text	x	x				
HSD	Memo for SCP/FGP w-9 form	Text		x	x			
HSD	Memo for SCP/FGP w-9 form UPDATES	Text		x	x			
HSD	Volunteer Memo - Important changes notice	Letter		x	x			
HSD	Volunteer memo	Letter		x	x			

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
HSD	June Volunteer memo	Letter		x	x			
MAYOR	Press Release	Text		x				
OCA	Appeal form	Text	x					
OCA	Appeal form - 2ndpage	Letter	x	x				
OCA	Video Transcribing	Video		x		x	English	1
OFD	National Night out	Text	x	x	x			
OFD	MACRO community survey	Survey		x				
OFD	CORE Program Quick Facts	Flyer	x	x	x			
OFD	DSW Volunteer Registration Form	Form	x	x				
OFD	Release of Wavier Liability	Form	x	x				
OPD	Special Victim , Resource Card, Homicie Assult Robbery, Hate Crime Resource card	Handouts	x	x				
OPD	Special Victim , Resource Card, Homicie Assult Robbery, Hate Crime Resource card	Handouts			x			
OPD	Special Victim , Resource Child loss	Handouts	x	x				
OPD	Domestic Violence Resource Card	Text	x	x				
OPD	Domestic Violence Resource Card	Text			x			
OPD	Missing person resources card	Handouts	x	x				
OPD	Missing person resources card	Handouts	x	x				
OPD	Sexual Assault /Domestic Violence/ Victim non-disclosure	Form	x	x				
OPD	Crime Surge Trend in Armed Robbery	Flyer	x	x				
OPL	19 files for new website	Text		x				
OPL	Food distribution ends	Text			x	x	Arabic	1
OPL	OPL Newsletter	Text	x					
OPL	Welcome OPL website & FAQ	Text		x				
OPL	Summer Reading Log	Flyer			x	x	Arabic	1
OPL	Kid's summer reading calendar	Text			x	x	Arabic	1
OPL	Kid's summer reading calendar/indesign	Flyer				x	Arabic	1
OPL	Kid's summer reading calendar	Review			x			
OPRYD	Town Afterschool 2021	Flyer	x	x				
OPRYD	Lifeguard Certification Courses	Flyer	x	x				
OPRYD	Town Fall flyer	Flyer	x	x	x			
OPRYD	Town Camp Survey	Survey	x	x				
OPRYD	OPR book give away	Text	x	x				
OPRYD	Youth Basketball League	Text	x	x				
OPRYD	Fall program survey	Survey	x	x				
OPRYD	OPR trifold Summer services	Flyer	x	x				
OPRYD	ADA inclusion statement	Text	x	x				
OPRYD	CAPP Flyer Translation	Flyer	x	x				
OPRYD	OPR Town Camp	Flyer	x	x				
OPRYD	Spring & Summer Catalog	Text	x	x				
OPRYD	2022 Inclusion Intake form	Form	x	x				
OPRYD	Summer hire -paragraph	Text	x	x				
OPRYD	OPRYD RET survey	Survey	x	x				
OPRYD	OPRYD Youth Programing Survey	Survey	x	x				
OPRYD	Future T-Ball Pop-Up Game	Flyer	x	x				
OPRYD	Girl sport	Flyer	x	x				
OPRYD	Town After School 2022	Flyer	x	x				
OPW	Courtland Creek Restoration Project	Flyer	x	x				
OPW	Outreach flyer -No dump in the the drain	Flyer	x	x				
OPW	Outreach flyer -No dump in the the drain (additional text)	Flyer	x	x				
OPW	Community service form -KOCB	Form	x	x				

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
OPW	11th Ave PR Letter	Letter	x	x	x	x	Arabic	1
OPW	Poster Creek to Bay	Text	x	x				
OPW	PR Letter Sewer Line	Letter	x	x				
OPW	Sanitary Sewer Rehabilitation	Letter	x	x				
OPW	Administration Citation-Appeal Request Form	Form	x	x				
OPW	PR letter	Letter	x					
OPW	Lake Merritt Signs Project	Form	x			x	Portuges	1
OPW	Adopt a Spot Flyer	Text	x	x				
OPW	Public Notification - Project Number 1004012	Letter	x					
OPW	CWS Oakland Recycles coloring book	Handouts		x				
OPW	311 voice mail update	Voice file	x	x		x	English	1
OPW	Watershed Outreach Materials	Text	x	x				
OPW	Stop Waste	Flyer	x	x	x	x	Korean	1
OPW	Facility Use Flyer	Text	x	x				
OPW	StopWaste side -Illustrator file	Flyer	x	x	x	x	Korean	1
OPW	Notice of violation OMC 15.34	Letter		x				
OPW	BSIP Inspection invoice and letter	Text		x				
OPW	Firestation 4 PPT	Presentation	x	x				
OPW	Firestation 4 PPT Complete Set	Presentation	x	x				
OPW	Business Stormwater Inspection letter	Text	x	x				
OPW	PR notification	Letter	x	x				
OPW	Vantage Point Park Site	Presentation	x	x				
OPW	Stop Waste Insert (review)	Review				x	Korean	1
OPW	Project Number 1004016-Montclair Pedestrian Improvement	Letter	x	x		x	Arabic	1
OPW	Montclair Village Antioch Court Pedestrian Improvements	Form	x	x		x	Arabic	1
OPW	Bussiness Stormwater Letter Update	Text	x	x				
OPW	Project Number 1004807	Letter	x	x		x	Arabic	1
OPW	Allendale Park Tot Lot - NTP for Sustainable Urban Neighborhoods	Sign	x	x				
OPW	Lake Merritt Interpretive Project	Text	x	x				
OPW	Recycling brochure	Text				x	Farsi	1
OPW	Project Number 1003233	Letter	x	x		x	Arabic, Japanese	2
OPW	Project Number 1004807	Letter	x	x				
OPW	Project Number 1004387	Letter	x	x		x	Arabic, Japanese	2
OPW	2 sentences Lake Merritt	Text	x	x				
OPW	Project Number 1003233	Letter				x	Korean	1
OPW	Holiday Notices	Flyer	x	x				
OPW	Building Electrification Flyer	Flyer	x	x				
OPW	Watersheds program text	Text	x	x				
OPW	Earth Day 2022 Flyer	Flyer	x	x				
OPW	Resilience Hub Application	Form	x					
OPW	Electrification survey	Text	x	x				
OPW	Client's letter	Letter	x					
OPW	Urban Forest Master Plan Survey	Text	x	x				
OPW	FS29 Engagement Materials	Flyer	x	x				
OPW	FS29 Engagement Materials	Media	x	x				
OPW	Project Number 1000724 -Fruitvale	Letter	x	x				
OPW	Bulky block party	Text	x	x				
OPW	Lake Merritt warning sign	Review	x	x				

Fiscal Year 2021-2022 Translation Record

Dep	Name of Document	Type	SP	CH	VI	Other	Other details	#
OPW	IDDE follow up-CLAIREPOINTE WY	Letter		x				
OPW	E12th Street Encampment Notice	Text	x	x	x	x	Arabic	1
OPW	Firehouse29 survey & flyer	Text			x	x	Arabic,Talago	2
OPW	Stormwater inspection brochure	Brochure	x	x				
PBD	Industrial Lands	Presentation	x	x				
PBD	General Plan Website Signup Form	Form	x	x				
PBD	PBD Reaopning service banner	Banner	x	x				
PBD	Oakland GPU Postcard	Postcard	x	x				
PBD	Translation Request - Exit Survey	Survey	x	x				
PBD	Housing Workshop 1 Summary	Summary	x	x				
PBD	Housing Workshop 1 Summary	Summary	x	x				
PBD	Housing Resources Doc	Flyer	x	x				
PBD	Downtown Oakland Specific Plan videos	Text	x	x				
PBD	Housing Workshop 1 Summary & Town Hall	Handouts	x	x				
PBD	Downtown Oakland Specific Plan videos- intro	Video	x	x				
PBD	Downtown Oakland Specific Plan videos- intro	Video	x	x				
PBD	General Plan Update Open House	Text	x	x				
PBD	GPU Open House - Industrial Board	Postcard	x	x				
PBD	A Guide to Rezoning Proposals for the Downtown Oakland Specific Plan	Summary	x	x				
PBD	Town Hall 4.7	Summary	x	x				
PBD	Oakland Visioning Survey	Survey	x	x				
PBD	Truck parking regulation	Text	x	x				
PCOM	Community Policing Survey	Text	x	x				
TOTAL			263	262	117	84		107
TOTAL				749				

SP=Spanish, CH= Chinese, VT= Vietnamese

Fiscal Year 2021-2022 Interpretation Record

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Other	Other Language	Type of Meeting
CAO	12/6/2021	Redistricting commission meeting	5					Web meeting
CAO	12/8/2021	Redistricting commission meeting	5					Web meeting
CAO	12/13/2021	Redistricting commission meeting	5					Web meeting
CAO	12/30/2021	Redistricting commission meeting	5					Web meeting
CAO	1/19/2022	Redistricting commission meeting	5					Web meeting
CAO	1/26/2022	Redistricting commission meeting	5					Web meeting
CAO	2/22/2022	Employee interview	2					In person
CAO	2/22/2022	Employee interview	2					In person
CAO	3/23/2022	NCPC meeting				1.5	Mandarin	Web meeting
CAO	5/11/2022	NCPC meeting	1.5	1.5				Web meeting
CLERK	7/20/2021	Council Cmt Mtg	3					Web meeting
CLERK	10/19/2021	Council Cmt Mtg	2					Web meeting
CLERK	5/26/2022	Special City Council meeting	4	4				Web meeting
CLERK	5/31/2022	Special City Council meeting	5	5				Web meeting
CLERK	6/7/2022	Special City Council meeting	5			5	Mandarin	Web meeting
CLERK	6/16/2022	Special City Council meeting	2			2	Mandarin	Web meeting
CLERK	6/21/2022	Special City Council meeting	12.5			12.5	Mandarin	Web meeting
CLERK	6/30/2022	Special City Council meeting	6	6				Web meeting
COUNCIL	1/21/2022	Medical evaluation				8	Farsi	In person
COUNCIL	1/24/2022	Medical evaluation				8	Farsi	In person
COUNCIL	1/26/2022	Medical evaluation				8	Farsi	In person
COUNCIL	4/13/2022	Oakland Redevelopment	5					Web meeting
DOT	7/28/2021	Oakland Zero Emission Vehicle Action Plan	2.5					In person
DOT	8/25/2021	Lions Creek Crossing EV Project -				2	Mandarin	Web meeting
DOT	10/6/2021	Oakland Zero Emission Vehicle Action Plan	4					In person
EWD	3/14/2022	Joint hearing 8 appl				2	Mandarin	Web meeting
EWD	3/16/2022	Joint hearing 8 appl		2		4	Mandarin, Thai	Web meeting
EWD	5/9/2022	Joint hearing 8 appl	2					Web meeting
HCD	7/7/2021	RAP hearing		2				Web meeting
HCD	7/8/2021	RAP hearing	2					Web meeting
HCD	7/13/2021	RAP hearing	3					Web meeting
HCD	7/14/2021	RAP hearing	2					Web meeting
HCD	7/20/2021	RAP hearing	3					Web meeting
HCD	7/26/2021	RAP hearing	2					Web meeting
HCD	7/28/2021	RAP hearing	2					Web meeting
HCD	8/2/2021	RAP hearing	2					Web meeting
HCD	8/11/2021	RAP Workshop		2				Web meeting
HCD	8/25/2021	RAP Workshop				2	Mandarin	Web meeting
HCD	9/1/2021	RAP hearing	2					Web meeting
HCD	9/13/2021	RAP hearing	2					Web meeting
HCD	9/14/2021	RAP hearing	2					Web meeting
HCD	9/23/2021	RAP hearing	3					Web meeting
HCD	9/30/2021	RAP hearing				3	Korean	Web meeting
HCD	10/12/2021	RAP hearing	2					Web meeting
HCD	11/15/2021	RAP hearing	2					Web meeting
HCD	11/15/2021	RAP hearing	2					Web meeting
HCD	12/13/2021	RAP hearing	3					Web meeting
HCD	1/27/2022	RAP hearing	3					Web meeting
HCD	1/31/2022	RAP hearing	3					Web meeting
HCD	2/9/2022	RAP hearing	3					Web meeting
HCD	2/24/2022	RAP hearing	3					Web meeting
HCD	3/9/2022	RAP hearing	3					Web meeting
HCD	3/9/2022	RAP hearing	2					Web meeting
HCD	3/14/2022	RAP hearing	3					Web meeting
HCD	3/24/2022	House Bord meeting				3	Mandarin	Web meeting
HCD	4/5/2022	RAP hearing	3					Web meeting
HCD	4/28/2022	House Bord meeting	3					Web meeting

Fiscal Year 2021-2022 Interpretation Record

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Other	Other Language	Type of Meeting
HCD	5/3/2022	RAP hearing	2					Web meeting
HCD	5/17/2022	RAP hearing	3					Web meeting
HCD	6/2/2022	RAP hearing	3					Web meeting
HCD	6/7/2022	RAP hearing	3					Web meeting
HCD	6/9/2022	HRRRb special full meeting	3					Web meeting
HCD	6/22/2022	RAP hearing	2.5					Web meeting
HRM	6/23/2022	Supervisory Academy				6.5	ASL	Web meeting
HSD	12/16/2021	Oakland Head Start Advisory Board Meeting	2.5	2.5				Web meeting
HSD	1/20/2022	Advisory Board Meeting	2	2				Web meeting
HSD	2/17/2022	Advisory Board Meeting	2	2				Web meeting
HSD	3/17/2022	HSD Board meeting	2	2				Web meeting
HSD	4/21/2022	HSD Board meeting	2	2				Web meeting
HSD	5/19/2022	HSD Board meeting	2	2				Web meeting
HSD	6/16/2022	HSD Board meeting	2	2				Web meeting
HSD	6/29/2022	Volunteer meeting			3	3		Web meeting
OFD	9/23/2021	MACRO Community Update	2					Web meeting
OFD	11/30/2021	MACRO Recruitment	2					Web meeting
OFD	6/22/2022	CERT/PEP Training	2					In person
OPL	3/16/2022	An Evening With Dolores Huerta	2					Web meeting
OPW	1/29/2022	San Antonio Park event on January 29th	2	2				Web meeting
OPW	1/29/2022	San Antonio Park event on January 29th	2	2				In person
PBD	2/10/2022	Meeting	2	2				Web meeting
PBD	2/17/2022	Meeting	2	2				Web meeting
PBD	3/12/2022	Meeting	2	2				Web meeting
PBD	3/26/2022	Meeting	2	2				Web meeting
PBD	4/7/2022	Oakland General Plan Townhall 2	2	2				Web meeting
PBD	4/8/2022	Oakland General Plan Townhall 2	2	2				Web meeting
PBD	4/9/2022	Oakland General Plan Townhall 2	2	2				Web meeting
PBD	5/25/2022	General Plan Update	1.5				Mandarin, Russian	In person
PBD	6/9/2022	Housing Element Workshop 4	2	2				Web meeting
PEC	7/16/2021	Witness interview		1				In person
PEC	7/30/2021	Witness interview			1			Web meeting
PEC	8/10/2021	Witness interview				2	Mandarin	Web meeting
PEC	8/27/2021	Witness interview				1	Mandarin	Web meeting
PEC	4/13/2022	PEC meeting	2	2				Web meeting
PEC	8/11/2021	Witness interview				2	Mandarin	Web meeting
Total			211	63	4	75.5		
			353.5					
SP=Spanish, CA= Cantonese, VT= Vietnamese								



City of Oakland
LANGUAGE ACCESS TO CITY SERVICES
SURVEY 2022

Please complete this short survey to help us evaluate language use and identify possible service gaps. Survey is also accessible by scanning the QR code below.

1. What language(s) do you speak (check all that applies)?

- English Spanish Cantonese Mandarin Vietnamese
 Arabic Tagalog Khmer Korean Amharic/Somali
 French Russian Portuguese Japanese Armenian
 Gujarati Greek German Nepali/Marathi
 Other: _____

2. How would you describe your ability to speak English?

- Very well Well Not Well Not at all

3. If you speak limited or no English, did you have trouble using City of Oakland services during your recent visit?

- Yes* No Not Applicable

*Please tell us your experience. Include details such as date, location, or program:



屋崙市政府
二零二二年語言服務問卷調查

請完成此簡短調查表，以助評估屋崙市政府語言服務需要及可改進的地方。
 你也可以通過掃描下方二維碼在線完成調查表。

1. 你會說甚麼語言 (勾選所有合適選項) ?

- English Spanish 廣東話 普通話 Vietnamese
 Arabic Tagalog Khmer Korean Amharic/Somali
 French Russian Portuguese Japanese Armenian
 Gujarati Greek German Nepali/Marathi
 Other: _____

2. 你會如何評價你說英語的能力 ?

- 極棒 好 不好 不會說英語

3. 最近使用屋崙市政府服務時，曾否因為不說英語或英語有限而遇到困難 ?

- 有遇到困難* 沒有困難 不適用(N/A)

*請將你的經歷告訴我們，請盡量提供日期，地點，服務項目等資料：

Thank you for your time and valuable input!
 Survey can also be completed digitally by scanning the QR code provided here:



多謝提供寶貴的見！ 你也可掃描下方二維碼在線完成調查表：



For City Staff only: Survey Received by Dept/Location/Date: _____



Ciudad de Oakland
Acceso lingüístico a los servicios de la Ciudad
ENCUESTA DEL 2022

Complete esta breve encuesta para ayudarnos a evaluar el uso del lenguaje e identificar posibles brechas del servicio municipal. También se puede acceder a la encuesta escaneando el código QR a continuación.

1. ¿Qué idioma(s) habla (marque todos los que corresponda)?

- English Español Cantonese Mandarin Vietnamese
 Arabic Tagalog Khmer Korean Amharic/Somali
 French Russian Portuguese Japanese Armenian
 Gujarati Greek German Nepali/Marathi
 Otros: _____

2. ¿Cómo describiría su habilidad para hablar inglés?

- Muy buena Buena Más o menos No hablo inglés

3. Si habla más o menos o nada de inglés, ¿tuvo problemas para usar los servicios de la ciudad de Oakland durante su visita reciente?

- Si* No No es aplicable

* Cuéntanos su experiencia. Incluya detalles como la fecha, ubicación y/o el programa:

Additional space for suggestions & feedback:
Espacio adicional para sugerencias y comentarios:
此空間可書寫更多其它寶貴的意見:

¡Gracias por su tiempo y valioso aporte!

La encuesta también se puede completar digitalmente escaneando el código QR proporcionado aquí:

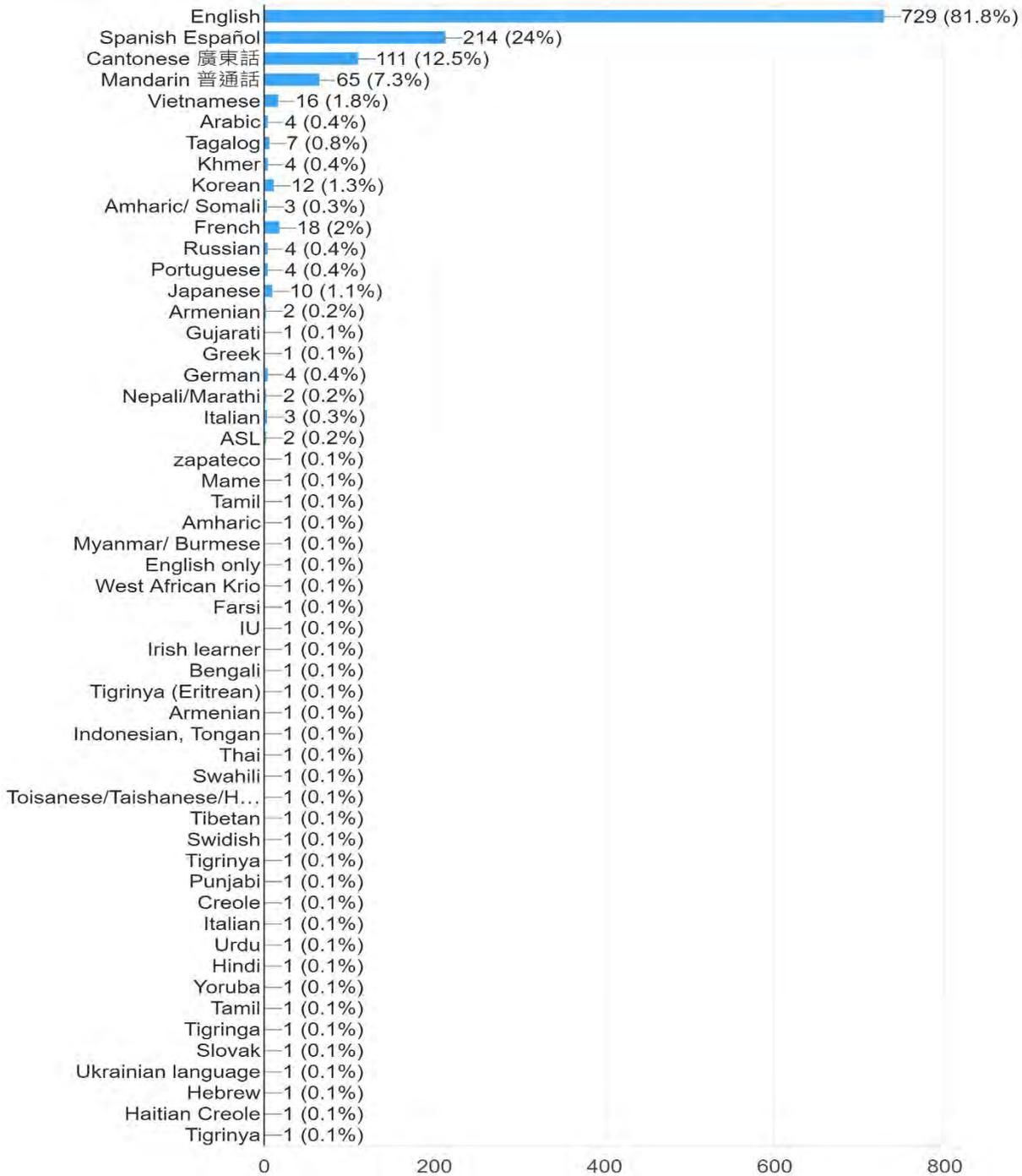


For City Staff only: Survey Received by Dept/Location/Date: _____

FY 2021-2022 City of Oakland Equal Access Survey Result

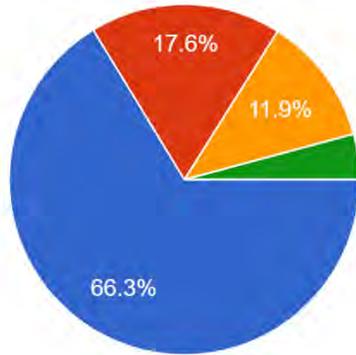
1. What language(s) do you speak (check all that applies)? ¿Qué idioma(s) habla (marque todos los que corresponda)? 你會說甚麼語言 (勾選所有合適選項) ?

891 responses



2. How would you describe your ability to speak English? ¿Cómo describiría su habilidad para hablar inglés? 你會如何評價你說英語的能力？

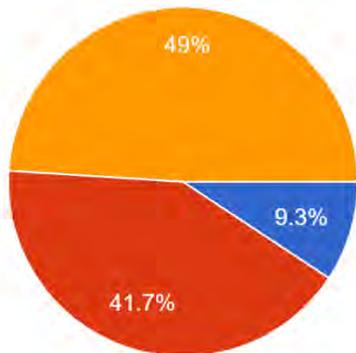
884 responses



- Very well, Muy buena, 極棒
- Well, Buena, 好
- Not Well, Más o menos, 不好
- Not At All, No hablo ingles, 不會說英語

3. If you speak limited or no English, did you have trouble using City services during your recent visit? Si habla más o menos o nada de ingl...時, 曾否因為不說英語或英語有限而遇到困難？

700 responses



- Yes*, Si*, 有遇到困難* (Please tell us your experience.)
- No, 沒有困難
- Not Applicable, No es aplicable, 不適用

4. Department or location you visited today: Departamento o ubicación que visitó hoy: 你今天到訪的部門或服務點:

Department	# Surveys
AUD	2
CAO-311	1
CLERK	35
COUNCIL	1
DOT	40
DVP	1
EICRC	1
EWD	16
FINANCE	12
HCD	1
HRM	24
HSD	58
OFD	1
OPD	220
OPL	304
OPR	15
OPW	2
PBD	28
PEC	4
(blank)	129
Grand Total	895

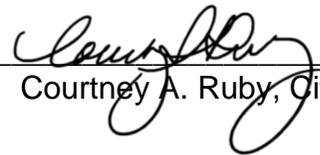


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, **COURTNEY RUBY**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the Department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **THE OFFICE OF THE CITY AUDITOR** was submitted on **06/17/2022**.



Courtney A. Ruby, City Auditor

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OFFICE OF THE CITY AUDITOR

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Courtney Ruby	Dena L. Shupe	Dena L. Shupe
Title	City Auditor	Executive Assistant to the City Auditor	Same
Address	1 Frank H Ogawa Plaza, 4 th Floor	1 Frank H Ogawa Plaza, 4 th Floor	Same
Phone#	(510) 238-3378	(510) 238-4975	Same
Email	CRuby@oaklandca.gov	DShupe@oaklandca.gov	Same

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	10		New Hires	0	
Public Contact Positions (PCP)	4	.40	New PCP Hires		100%
*PCP With Spanish Language Skill	2	.20	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	0	New PCP Hires with CH Skill		%

*Two employees can speak and understand Spanish but are not considered fluent.

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Courtney Ruby, City Auditor	Mike Edmonds, (TCSE)
Michael Houston, Assistant City Auditor	Daniel Williams, Performance Auditor
Dena Shupe, Executive Assistant to the City Auditor	Randy Stukes, Administrative Assistant II
Alessia Dempsey, Performance Audit Manager	(See attached organization chart in the Appendix)
Orsolya Kovesdi, Performance Audit Manager	
Jennifer Lim, Senior Performance Auditor	
Mark Carnes, Senior Performance Auditor	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Performance Audit Reports	Yes	Yes	
Annual Reports	Yes	Yes	
Annual Whistleblower Reports	Yes	Yes	
Whistleblower Frequently Asked Questions Page	Yes	Yes	
Whistleblower Complaint Form	Yes	Yes	
Whistleblower Posters	Yes	Yes	
Total # of vital documents reported = 6			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
<i>All documents are available upon request - this is made clear to the LES community on our website</i>	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Reception	(510) 238-3378	Current

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
<i>Feedback was requested via our Newsletter or if someone called the Office our Administrative Assistant asked constituents to take the survey.</i>	

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-Speaking
 CH = Chinese-Speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
10	4	0.44	2	YES	0.2	0	NA

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

Oakland's City Auditor works for, and reports to, the residents of Oakland. Considering the diversity of Oakland's community, it is important our work materials are easily accessible and understood by as many Oaklanders as possible – regardless of their proficiency in English. Below is an overview as to how our Office is complying with the Equal Access to Services Ordinance.

Ongoing efforts to achieve compliance:

SEC. 2.30.030 Equal Access to Services: We strive to provide the same level of service to limited English-speaking persons as we provide to English speakers by: **(1)** recording our telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese, **(2)** posting notices immediately outside the elevators, leading to the Office reception area, indicating we provide Spanish-speaking staff for assistance and interpreters by telephone, to help translate several different languages at no charge (all staff members have the updated over the phone interpreting language guide at their desks), and **(3)** providing instructions in **26 different languages** on our website on how to submit a Whistleblower complaint in person, online or over-the-phone. **(4)** To assist Oakland's Limited English Speaking (LES) residents, the Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a meeting with the City Auditor to file a complaint in person. Our website informs residents that interpreters are provided, free of charge.

SEC. 2.30.040 Bilingual Staffing: Our goal is to hire staff that represent our diverse Oakland community. Currently, our Office is fully staffed with 10 full time employees: 3 employees speak some **Spanish**, 1 employee is fluent in **French and Italian**, 1 employee is fluent in **Hungarian and Romanian** and 1 speaks **Korean**.

SEC. 2.30.050 Translation of Materials: One of our Office's priorities is to make sure all residents, regardless of their proficiency in English, can easily read our vital documents and navigate our website <https://www.oaklandauditor.com>.

Our Office worked with the EAO office to translate the sentence, "copies of our audits are available on our website and alternate formats are available upon request," to Spanish and Chinese and is now on the inside cover of all our audits and reports.

In the **HEADER** of our website, we placed a Google™ Translate button providing machine translation in **26 different languages** ranging from Afrikaans to Vietnamese, ensuring many Limited English Speaking (LES) populations can read, in their native language, about our Office, and how to submit a Whistleblower complaint, learn about our Whistleblower Program, and read frequently asked questions about the Program.

On the **ALL-REPORTS** page of the website, we note all reports (audits, presentations, etc.) can be translated upon request. Our online Whistleblower Hotline Program translates instructions on how to submit a complaint in Spanish and Chinese.

SEC.2.30.080: Recorded Telephonic Messages: We maintain recorded telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese. The message contains basic information about our Office hours and location.

SEC. 2.30.090: Complaint Procedures: If any LES residents believe they have not been provided the requested translated documents, they are directed to submit a complaint through our Whistleblower Program.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Office of the City Auditor complies with Civil Service protocols and City policies and procedures regarding recruiting and hiring. These mandates provide the framework for our recruiting activities. When positions in our Office become available, we make every effort to target a wide field of potential candidates by extending advertising to various national auditor associations, advertising through the City's website, and by posting job openings on LinkedIn, Idealist, Craigslist and Indeed. If we advertise a Public Contact Position, we state "bilingual skills in Spanish, Cantonese, and Mandarin are highly desirable." Selection of candidates is coordinated with the City's Human Resources Department.

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 10 FTEs. We are also constrained by the rules and procedures of Civil Service, MOU agreements and City procedures in our hiring selection process. Still, many of our staff members have bi- and tri-lingual capabilities.

3. Highlight positive changes, successes, and best practices.

Best Practices/Successes: During FY 2021-22 we worked with the Equal Access Office to translate our Whistleblower/Hotline posters into Spanish and Chinese. During FY21-22 we disseminated them to various City Departments and Libraries throughout the City.



Positive Changes:

This year we consulted with the Equal Access Office to disseminate the Equal Access Survey via our electronic Newsletter accompanying the announcement of our Annual Whistleblower Report. While we are unsure of how many responses the Equal Access Office received after the Newsletter went out, we would like to continue advertising the survey in this manner to reach a broader audience rather than just relying on incoming callers to take the survey. We will also continue to ask constituents who reach out to us via phone, to take the survey and return it to our Office.

We Need Your Feedback Equal Access Language Survey



The City of Oakland passed an Equal Access to Services Ordinance to remove language barriers that limited-English speakers encounter when using City services.

The City is conducting a city-wide survey to determine whether departments are providing the same level of services to limited-English speaking persons.

Please help us by answering the few questions on this survey and indicate in the last section, "the department or location you visited today," - **Office of the City Auditor**. You can access the survey by scanning the QR code pictured to the left or by clicking the link below. Thank you in advance for your help.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The Auditor’s Equal Access Liaison and the Department’s Communications Director attended the class offered to City Employees about how to include Limited English-Speaking persons in online meetings. We look forward to implementing the tools learned.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Located on the secured 4th floor of Oakland City Hall, the Office rarely receives foot traffic from Oakland residents. However, we have posted notices, located immediately outside the elevators leading to the reception area, indicating our Office can provide Spanish-speaking staff for assistance. There is also a notice on the receptionist's front desk informing visitors that interpreters are available, by telephone to provide assistance in several different languages, at no charge, and a brochure indicating the various service counters located throughout the City of Oakland. Our receptionist has used the translation guide a few times to help constituents.



2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Office of the City Auditor has a total of 6 vital documents: (1) performance audit reports, (2) Annual reports, (3) Whistleblower Annual Reports, (4) Whistleblower Program FAQ page, (5) Whistleblower Complaint Form and 6) whistleblower poster. Our website indicates we will translate all these documents for our LES residents.



SUBMIT A COMPLAINT

We are committed to ensuring transparency, accountability, and integrity in the City of Oakland. The Whistleblower Program is one tool used to help achieve these objectives. Use the **confidential hotline** to report complaints of fraud, waste, and abuse. The hotline is available 24/7 to city employees, contractors, vendors, and residents.

To assist Oakland's Limited English Speaking (LES) residents, the Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a meeting with the City Auditor to file a complaint in person. Interpreters are provided, free of charge.

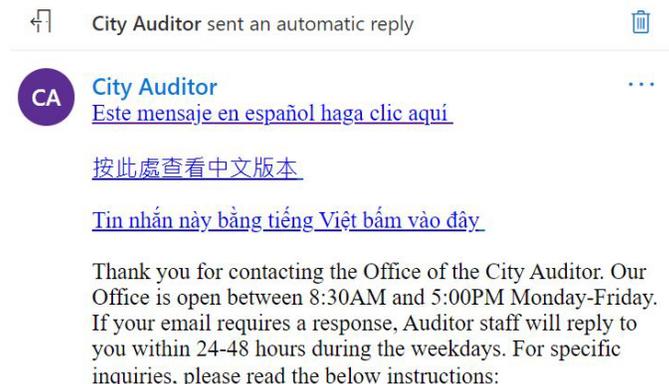
There is a [City Ordinance](#) protecting City employees that submit complaints from retaliatory acts.

HOW TO SUBMIT A COMPLAINT

To file a complaint, you may call the **WHISTLEBLOWER HOTLINE** at [1-888-329-6390](tel:1-888-329-6390) (interpreter available) or [SUBMIT A REPORT ONLINE](#) ([Español](#) or [汉语\[S\]](#)).

3. Describe other materials the Department has provided in multiple languages?

1. The Office's general automatic reply email was translated into Spanish, Chinese, and Vietnamese



C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Office of the City Auditor has recorded its telephonic message in English, Spanish, Mandarin, and Cantonese noting our business hours. The Office plans to expand its telephonic message to provide basic information about the Office's operations including business hours, location, services offered, the means of accessing such services, and the availability of language assistance.

The Whistleblower confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to City employees, contractors, vendors, and residents. To ensure the LES population has full access to this service, directions for submitting a whistleblower complaint, an explanation of the Whistleblower Protection Ordinance and Frequently Asked Questions, are available on our website in **26 different languages** and our website indicates that if a LES person wants to file a complaint through our hotline or submit a report online, [interpretation services are available at no cost to them](#).

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

As mentioned above, during FY 2021-22 we worked with the Equal Access Office to translate our Whistleblower/Hotline posters into Spanish and Chinese. During FY21-22 we disseminated them to various City Departments and Libraries throughout the City

The Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. The Office will strive to provide timely and efficient service to the LES community. Our primary outreach to the public is through meetings in City Hall and throughout Oakland neighborhoods, and virtually, through our website and other electronic mediums. Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. As needed, we will continue to translate vital documents and other documents in order to better communicate and engage with the LES population.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Office of the City Auditor has received no complaints regarding the Office's provision of bilingual oral and written services or alleging any violation of the EAO in a threshold language. Should one be received, it would be addressed and referred to the City Administrator. All documentation of the complaint and its resolution would be kept by the Office's Language Access Coordinator.

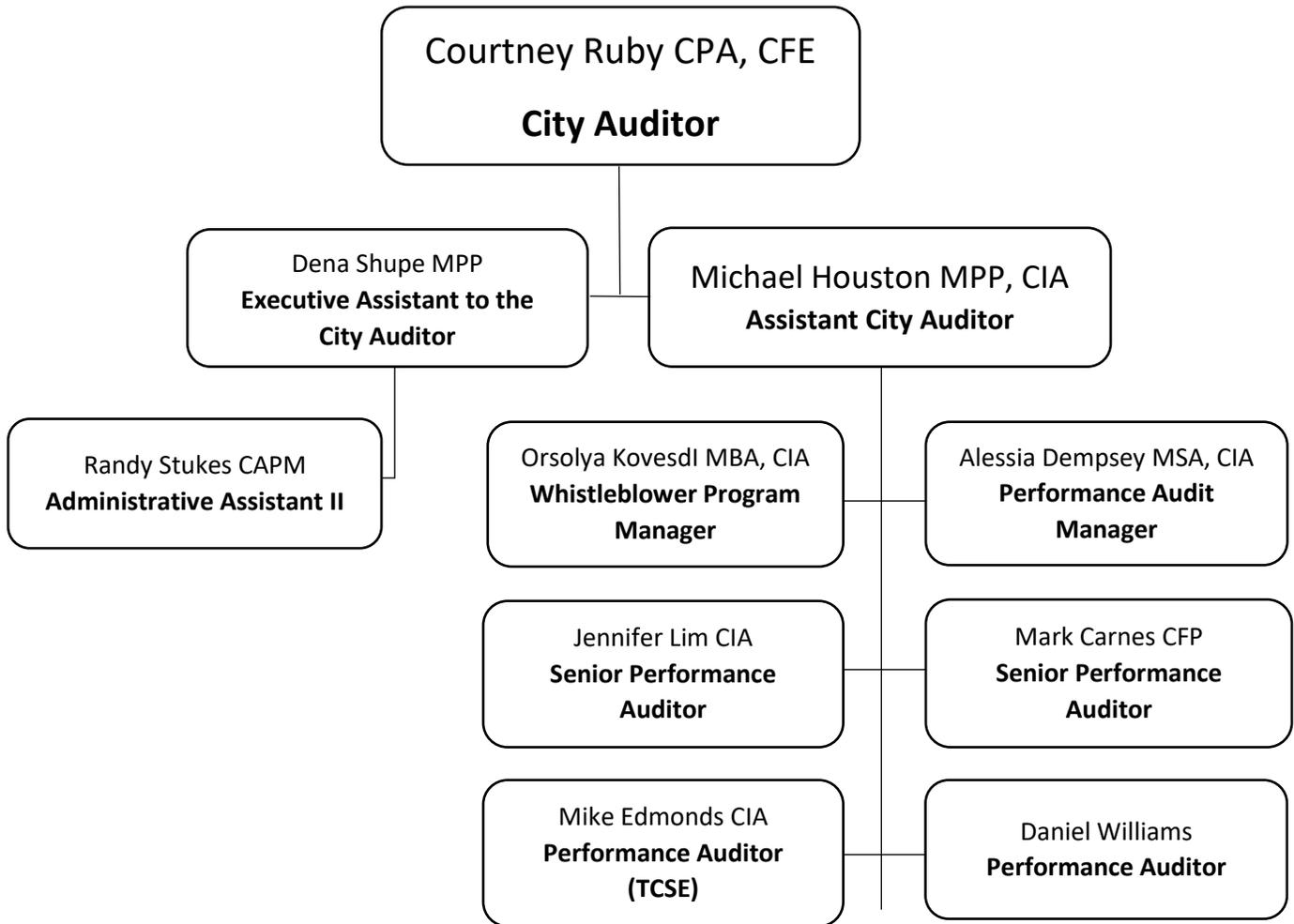
E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
 - Update, when possible, our outgoing phone message to mirror our automatic email reply message implemented in 2021 – we were unable to accomplish this with Equal Access Office during Covid-work at home period.
 - Reach out to public organizations working on behalf of Spanish and Chinese communities and make certain they are aware of released reports and the translation services we offer should a resident desire to read our reports in their native language. We would like to receive a request for a translated report, which would indicate our outreach efforts were successful.
 - Work with the Equal Access Office to obtain interpreters and implement the tools to allow limited English speaking persons access to online meetings.

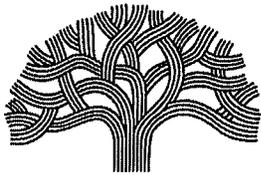
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITION	PCP_LANG_1	BILINGUAL
07111 - City Auditor One Frank Ogawa Plaza		Performance Auditor, Sr.	07-DEC-15		NO		
07111 - City Auditor One Frank Ogawa Plaza		Temp Contract Svcs Employee, PT	12-JAN-19		NO		
07111 - City Auditor One Frank Ogawa Plaza		City Auditor, Assistant	03-JUN-19		NO		
							Hungarian/ Romanian/ Understands Spanish
07111 - City Auditor One Frank Ogawa Plaza		Performance Audit Manager	25-APR-16		YES	Some	
07111 - City Auditor One Frank Ogawa Plaza		Performance Auditor, Sr.	07-DEC-15		NO		
07111 - City Auditor One Frank Ogawa Plaza		City Auditor	07-JAN-19		YES	No	No Understands
07111 - City Auditor One Frank Ogawa Plaza		Executive Assistant	10-APR-17		YES	Some	Spanish
07111 - City Auditor One Frank Ogawa Plaza		Administrative Assistant II	09-OCT-17		YES	No	No
07111 - City Auditor One Frank Ogawa Plaza		Performance Auditor	16-JUL-18		NO		
07111 - City Auditor One Frank Ogawa Plaza		Performance Audit Manager	22-MAY-17		NO		

APPENDIX

Office of the City Auditor Organization Chart



Department Name: Oakland Animal Services
Fiscal Year: FY2021-2022



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Ann Dunn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Animal Services was submitted on June 24, 2022.

A handwritten signature in black ink, appearing to be 'Ann Dunn', written above a horizontal line.

Ann Dunn, Director

Department Name:
Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Animal Services

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ann Dunn	Lorena Sahagun	Lorena Sahagun
Title	Director of Oakland Animal Services	Executive Assistant to the Director	Executive Assistant to the Director
Address	1101 29 th Ave Oakland, CA 94601	1101 29 th Ave Oakland, CA 94601	1101 29 th Ave Oakland, CA 94601
Phone#	510-535-5604	510-535-5606	510-535-5606
Email	adunn@oaklandca.gov	lsahagun@oaklandca.gov	lsahagun@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	24		New Hires	5	
Public Contact Positions (PCP)	18	100%	New PCP Hires	3	100%
PCP With Spanish Language Skill	6	33%	New PCP Hires with SP Skill	1	33%
PCP With Chinese Language Skill	2	11%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Public Service Representative	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Oakland Animal Services hired a PSR who spoke Spanish, however the candidate is no longer with the department.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Director of Animal Services	
Assistant to the Director	
Executive Assistant to the Agency Director	
Animal Control Supervisor	
Animal Care Services Supervisor	
Animal Control Officer	
Animal Care Attendant	
Public Service Representative	
Veterinarian	
Registered Veterinary Technician	
Volunteer Program Specialist II	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Department of Animal Services is no longer a part of the City Administrator's Office.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Oakland Animal Services	SP= 1 CH = 1	SP= 2 CH = 0
	SP= CH =	SP= CH =

Department Name:
 Fiscal Year: FY2021-2022

	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
About Oakland Animal Services	Yes	Yes	
Cat Adoption Questionnaire	Yes	Yes	
Cats and Scratching – No Declaw	Yes	Yes	
Children and Dogs	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	
Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
Did You Know that Rabbits	Yes	Yes	
Dog Adoption Questionnaire	Yes	Yes	
Dog License Fee Waiver Application for Service Dogs	Yes	Yes	
Dog Tips	Yes	Yes	
Estimate of Fees	Yes	Yes	
Foster Agreement	Yes	Yes	
Found Animal Report	Yes	Yes	
Fowl in Oakland	Yes	Yes	
H3NZ Canine Flue	Yes	Yes	
Hearing Waiver – Potentially Dangerous Dog	Yes	Yes	
Hearing Waiver – Vicious Dog	Yes	Yes	
Home Quarantine Agreement	Yes	Yes	
Impound Notice/Request for Extension of Hold Period	Yes	Yes	
Introducing Cat to Cat	Yes	Yes	
Introducing Cat to Dog	Yes	Yes	
Introducing Dog to Dog	Yes	Yes	
Lost Animal Report	Yes	Yes	
Notice – Selling Animals	Yes	Yes	
Notice of Seizure of Animal(s)/Post Seizure Hearing Request	Yes	Yes	
Notice to Quarantine Biting Animals	Yes	Yes	
Oakland Animal Control Regulation	Yes	Yes	
OAS Public Sign-In	Yes	Yes	
Owner Surrender Agreement	Yes	Yes	
PDD Hearing Result Letter	Yes	Yes	
Potentially Dangerous Dogs Permit	Yes	Yes	
Pre-Seizure Hearing Request	Yes	Yes	
Preventing Cat Litter Box Problems	Yes	Yes	
Proof of Service VDD	Yes	Yes	
Property Inspection Requirements Prior to Release of Any Dog	Yes	Yes	
Property Inspection Requirements Prior to Release of Potentially Dangerous or	Yes	Yes	
Puppy House Training	Yes	Yes	
Rabbit Adoption Questionnaire	Yes	Yes	
Refusal to Quarantine Biting Animal	Yes	Yes	
Request for Extension of Hold Period	Yes	Yes	
Request for Hearing	Yes	Yes	
Request for Post Seizure Hearing	Yes	Yes	
Sorry We Missed You	Yes	Yes	
Spay/Neuter Appointment	Yes	Yes	

Department Name:
Fiscal Year: FY2021-2022

Title 6 – Animals	Yes	Yes	
To Adopt You Must	Yes	Yes	
Vet Clinics in Oakland	Yes	Yes	
Vicious Dog Permit	Yes	Yes	
Volunteer Application	Yes	Yes	
Total # of vital documents reported =	52	52	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Oakland Animal Services Main Line	510-535-5602	In process

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland Animal Services	1101 29 th Avenue	94601	535-5602	24	6	33	2	11

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
Met with PCP staff to discuss language survey, passed out copies-both printed and electronic copies for PCP staff and placed copies in public areas.	

Department Name:
 Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
24	18	11%=2	6	Yes	5%=1	2	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

- Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

Oakland Animals Services (OAS) has a total of 24 Full-Employees (FTE). There are currently 18 Public Contact Positions (PCP). The Spanish speaking PCP goal for Oakland Animal Services is 11%, which equates to 2 FTEs. And the Chinese speaking PCP goal is 5%, which equates to 1 FTE.
- Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

During this fiscal year, OAS has hired a total of 3 FTEs, with 1 being PCP. OAS works with Human Resources and Management Department to hire qualified bilingual candidates.
- Highlight positive changes, successes, and best practices.

Our outreach programs are designed to inform LES individuals in Oakland about available services that are offered and other various services that we provide. The Spanish-Certified staff on our team translated outreach and event materials into Spanish. Our goal is to increase Chinese speaking PCP and continue to provide public information in various languages to better serve the City.
- Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Notices are posted regarding interpretation services available to various LES populations at visible locations in our lobby. This provides awareness of the services available to the LES communities within the department. OAS has several Spanish speaking staff that are always willing to provide support if necessary.

B. Translation of Written Vital Documents Assessment

- Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Language translation notices are posted in the lobby areas of OAS.
- Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Department Name:
Fiscal Year: FY2021-2022

OAS has 52 of 52 of its vital documents translated into Spanish and Chinese. All new documents for public consumption will be translated into Spanish and Chinese within 30 days of creation.

3. Describe other materials the Department has provided in multiple languages?

Title of Document	Translated Languages (s)
Outreach flyer & PetFix Services	Spanish, Chinese

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

We substantially revised our outgoing messages on our main line. OAS has submitted a request to set-up translated voice message in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Oakland Animal Services has bilingual staff to provide translation services in Spanish during business hours. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

Oakland Animal Services received no language access complaints during this fiscal year.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

- Language certification for future recruitments to increase Chinese speaking PCP.
- Explore options for improving language access on our website.

OAKLAND ANIMAL SERVICES (OAS)

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITI	PCP_LANG_1
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	25-AUG-18		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-NOV-18		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-JAN-17		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	07-JUL-14		NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	09-OCT-06		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	24-MAR-18		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	11-JUN-22	YES	NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-APR-22	YES	NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	18-MAY-19		NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97		NO	English
62111 - Animal Services	1101 29TH AVENUE	Animal Care Services Supervisor	17-JUN-14		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	11-JUN-22		YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	30-NOV-19		YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	28-JAN-08		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	19-JAN-15		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	27-JUL-19		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	20-OCT-18		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	30-MAR-15		YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	06-APR-19		YES	English
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13		YES	English
62111 - Animal Services	1101 29TH AVENUE	Assistant to the Director	25-JAN-20		NO	English
62111 - Animal Services	1101 29TH AVENUE	Director of Animal Services	15-FEB-20		YES	English
62111 - Animal Services	1101 29TH AVENUE	Executive Assistant to the Director	17-OCT-11		NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Public Service Representative	08-JUN-13		YES	English
62111 - Animal Services	1101 29TH AVENUE	Public Service Representative	12-JUN-21		YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Technician	11-DEC-21	YES	YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Technician	12-MAR-16		YES	English
62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Technician	27-NOV-21	YES	YES	English
62111 - Animal Services	1101 29TH AVENUE	Veterinarian	11-JUN-22	YES	YES	English
62111 - Animal Services	1101 29TH AVENUE	Veterinarian	13-JUN-20		YES	Chinese-Mandarin/Spanish
62111 - Animal Services	1101 29TH AVENUE	Volunteer Program Specialist II	09-MAR-19		YES	Chinese-Mandarin

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, LaTonda Simmons, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator was submitted on July 11, 2022.

A handwritten signature in black ink that reads "LaTonda Simmons".

LaTonda Simmons, Assistant City Administrator

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Edward D. Reiskin	Winnie Woo	Winnie Woo
Title	City Administrator	City Administrator Analyst	City Administrator Analyst
Address	1 Frank H. Ogawa Plaza, 3 rd Floor		
Phone#	(510) 238-3301	(510) 238-7798	
Email	EReiskin@oaklandca.gov	wwoo@oaklandca.gov	wwoo@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	41		New Hires		
Public Contact Positions (PCP)	18	100%	New PCP Hires	3	100%
PCP With Spanish Language Skill	2	11 %	New PCP Hires with SP Skill	1	33%
PCP With Chinese Language Skill	2	11 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Neighborhood Services Coordinator	X Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
<u>City Administrator's Office</u> City Administrator Assistant City Administrator Deputy City Administrator Project Manager III – Director of Communication Project Manager III – Director of Interdepartmental Assistant to the City Administrator City Administrator Analyst Public Information Officer II Executive Asst to City Administrator Executive Asst to Asst. City Administrator Receptionist, PPT Receptionist, PT	<u>Oakland 311 Call Center</u> Assistant to the City Administrator City Administrator Analyst Senior PSR Public Service Rep Office Assistant II
<u>Employment Investigations & Civil Rights Compliance</u> Equal Employment Opportunity and Civil Rights Director Equal Emp. Opportunities Officer Equal Opportunity Specialist Administrative Assistant II, CONF	<u>Neighborhood Services Division</u> Program Analyst III Neighborhood Services Coordinators Police Services Technicians Office Assistant, TPT
<u>Homelessness Division</u> Deputy City Administrator – Homelessness Administrator Program Analyst I Administrative Analyst II Administrative Assistant II Administrative Assistant I	

Department Name: CAO
 Fiscal Year: FY2021-2022

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Homeless Encampment	Yes		
Flyer – Lake Illegal Vending	X	X	Vietnamese
Police Commission Application	X	X	Vietnamese
Budget Forum	X	X	
Massage Handout	X	X	
Title VI and Related Civil Rights Statutes Complaint and Compliance Review Procedure	X	X	
City of Oakland Language Access Plan	X	X	
Title VI and related statutes Discrimination Complaint Form	X	X	
Equal Access to Services Ordinance	X	X	
Emergency Center – PG&E energy cutoff	X	X	
Emergency Center – PG&E energy cutoff	X	X	
Emergency Center – PG&E energy cutoff	X	X	
Administrative Regulations – Mobile Food vending	X		
San Antonio Park – illegal dumping	X		
2020-21 Redistricting Commission Application	X	X	Vietnamese
MFV Compliance Chart	X	X	
Permitting Process Handout	X		
Door Sign	X	X	
Services Notices – City of Oakland	X	X	
Notice to non-city employees	X	X	Vietnamese
Food vendor business	X	X	
Covid 19 sick leave info	X	X	Vietnamese
Message of the day 1	X	X	5 languages *
Excel Sheet with social media phrases	X	X	5 languages *
Message of the day 2	X	X	5 languages *
2 Messages	X	X	5 languages *
Message of the day	X	X	5 languages *
Second Message of the day	X	X	5 languages *
Amendment mapped 2.20	X	X	
Small vendor notice	X	X	
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
PSA: 5 scripts	X	X	5 languages *
Covid 19 newsletter	X	X	5 languages *
RAP covid 19	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages *
Message of the day	X	X	5 languages

			*
Message of the day 2 nd	X	X	5 languages *
Evergreen invitation town hall meeting	X	X	5 languages *
Message of the day & parks signs	X	X	5 languages *
MFV summary	X		
Message of the day	X	X	5 languages *
Message of the day – street slow	X	X	5 languages *
Email MFV	X		
Street Slow sign	X	X	5 languages *
MOTD Relief Check Scam Warning	X	X	5 languages *
MOTD Friday	X	X	5 languages *
MOTD – street slow update	X	X	5 languages *
MOTD 2	X	X	5 languages *
County Face Covering Order	X	X	5 languages *
MOTD day curve peak	X	X	5 languages *
Cover your face	X	X	5 languages *
MOTD Pandemic use	X	X	5 languages *
MOTD HCD	X	X	5 languages *
MOTD Lake Crowd	X	X	5 languages *
MOTD Shelter – extension	X	X	5 languages *
Testing at Oakland – flyer	X	X	Vietnamese
Testing at Oakland – survey	X	X	Vietnamese
MOTD	X	X	5 languages *
MOTD 3	X	X	Vietnamese
Postcard – covid 19	X	X	Vietnamese
Postcard – covid 19	X	X	Vietnamese
Notice for food vendors at parks	X		
After testing letter	X	X	Vietnamese
Newsletter – food distribution	X	X	
Social media – food distribution	X	X	Vietnamese, Arabic
Oakland PIO PSPS Social Media Update	X	X	
Press Release	X	X	
Press Release	X	X	
Oakland PIO PSPS Social Media Update	X	X	
PSPS Update	X	X	
Brief Phrase Translation – email	X	X	
Brief Phrase Translation – email	X	X	
PIO Coverage for Potential PSPS Event	X	X	
Draft Web and Council Update on 10-29 PSPS	X	X	
Standard Social Media Post (prep for next PSPS)	X	X	Vietnamese

Department Name: CAO
 Fiscal Year: FY2021-2022

Master List of all translated text (Prep for next PSPS)	X	X	
Oakland Press Release – Oakland Post		X	Vietnamese
Redistricting Communication	X	X	Vietnamese
TOCA pamphlet	X		
RAP Bus Ad	X	X	Vietnamese
RV Program	X	X	
NSC PowerPoint presentation		X	
Budget meeting handouts	X	X	
RV Program Flyer	X	X	
ERAP Fact Sheet	X	X	Vietnamese
Police Commission Application Update	X	X	Vietnamese
Emergency Rental Assistance Program	X	X	Vietnamese
NNO 2021 Flyer rack	X	X	Vietnamese
Redistricting Flyer	X	X	Vietnamese
Hospitality and Travel Worker Right to Recall Ordinance	X	X	Vietnamese
Vaccination Poster	X	X	Vietnamese, Korean
Lunar New Year Safety Tips			
Better Neighborhoods, Same Neighbors Stakeholder Committee (BNSN)	X	X	
MFV Handouts	X	X	
EIRC Closure Letter			
Reopening services signs	X	X	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	X Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	510-238-3301	Complete
Oakland 311 Call Center	311 or 510-615-5566	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland 311 Center	7101 Edgewater Drive	94621	311	6	1	10%	1	10%

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	X Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	

Department Name:
 Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
41	18	2	2	Yes	1	2	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The City Administrator's Office and its divisions are comprised of a total of 41 Full-Time Employees (FTE). There are currently 18 Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11%. And the Chinese speaking PCP goal is 5%. In addition, the office has two non-PCP staff that can speak in Spanish and can help with translation, when necessary.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

During this fiscal year, the City Administrator's Office has hired a total of one (1) FTEs, which is also a PCP. The City Administrator's Office will continue to work with the Human Resources and Management Department to hire more qualified bilingual candidates.

3. Highlight positive changes, successes, and best practices.

During this fiscal year, the City Administrator's Office and its divisions will continue to work with Equal Access to ensure that all documents that are made available to the public are translated into Spanish, Chinese and Vietnamese. And will also continue to work with Equal Access to identify candidates that are bilingual.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The City Administrator's office continues to work with Equal Access to ensure that when new documents are created that they are translated in a timely manner and distributed to the LES community.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Language translation notices are posted in the lobby and in public areas of the City Administrator's Office and its divisions.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? n/a
3. Describe other materials the Department has provided in multiple languages?
 - NNO 2021 flyer rack
 - Redistricting flyer
 - Virtra Flyer
 - Hospitality and Travel Worker Right to Recall Ordinance
 - Vaccination Poster
 - Lunar New Year Safety Tips
 - Better Neighborhoods, Same Neighbors Stakeholder Committee (BNSN)
 - MFV Handouts
 - Better Neighborhoods Same Neighbor Agenda
 - EIRC Closure Letter
 - Reopening services sign

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Completed.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

During this fiscal year, the City Administrator's Office continues to work with Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

During this fiscal year, the City Administrator's Office continues to work with Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The City Administrator's Office will continue to focus on translating documents into Spanish, Chinese, and Vietnamese. And when major public announcements and documents are created, the City Administrator's Office will continue to work with Equal Access to ensure that they are translated into Spanish, Chinese, Vietnamese, along with Arabic, Tagalog, Khmer and Korean to ensure that the LES community is informed on City programs and services that are available.

CITY ADMINISTRATOR'S OFFICE						
ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_PC	PCP
02111 - City Administrator: Administration Unit	City Hall	Assistant City Administrator	05-MAR-18		NO	
02111 - City Administrator: Administration Unit	City Hall	Assistant City Administrator	19-MAY-03		NO	Spanish
02111 - City Administrator: Administration Unit	City Hall	Assistant to the City Administrator	21-MAY-18		NO	
02111 - City Administrator: Administration Unit	City Hall	Assistant to the City Administrator	06-MAY-17		NO	
02111 - City Administrator: Administration Unit	City Hall	Assistant to the City Administrator	10-OCT-00		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator	24-AUG-19		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator Analyst	29-MAY-21		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator Analyst	18-MAY-19		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator Analyst	11-SEP-17		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator Analyst	13-NOV-00		NO	
02111 - City Administrator: Administration Unit	City Hall	City Administrator Analyst	07-FEB-11		YES	Chinese
02111 - City Administrator: Administration Unit	City Hall	Deputy City Administrator	13-DEC-05		NO	
02111 - City Administrator: Administration Unit	City Hall	Executive Asst to the City Administrator	19-OCT-19		NO	Spanish
02111 - City Administrator: Administration Unit	City Hall	Project Manager III	02-MAR-19		NO	
02111 - City Administrator: Administration Unit	City Hall	Receptionist, PT	22-JAN-22	YES	NO	
02111 - City Administrator: Administration Unit	City Hall	Student Trainee, PT	07-AUG-21	YES	NO	
02112 - Communications & Media	City Hall	Assistant to the City Administrator	21-MAR-20		NO	
02112 - Communications & Media	City Hall	Exempt Limited Duration Employee	19-FEB-22	YES	NO	
02112 - Communications & Media	City Hall	Project Manager III	10-OCT-05		NO	
02115 - City Administrator Call CenterOLD	City Hall	Public Service Representative	19-SEP-20		YES	
02119 - Neighborhood ServicesOLD	City Hall	Police Services Technician II	06-JAN-14		NO	
02119 - Neighborhood ServicesOLD	City Hall	Police Services Technician II	06-JAN-14		NO	
02141 - Homelessness	City Hall	Administrative Analyst II	28-JUL-18		NO	
02141 - Homelessness	City Hall	Administrative Assistant II	02-NOV-19		NO	
02141 - Homelessness	City Hall	Deputy City Administrator	05-MAR-22	YES	NO	
02151 - City Administrator Call Center	City Hall	Assistant to the City Administrator	13-AUG-90		YES	
02151 - City Administrator Call Center	City Hall	City Administrator Analyst	11-JAN-10		YES	Spanish
02151 - City Administrator Call Center	City Hall	Public Service Representative	29-OCT-12		YES	
02151 - City Administrator Call Center	City Hall	Public Service Representative	15-MAY-00		YES	
02151 - City Administrator Call Center	City Hall	Public Service Representative	08-FEB-20		YES	
02151 - City Administrator Call Center	City Hall	Public Service Representative, PT	19-MAR-22	YES	YES	
02151 - City Administrator Call Center	City Hall	Public Service Representative, PT	27-NOV-21	YES	YES	
02151 - City Administrator Call Center	City Hall	Public Service Representative, Senior	16-AUG-10		YES	Chinese
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	05-FEB-22	YES	YES	Spanish
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	03-OCT-20		YES	
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	02-NOV-19		YES	
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	19-OCT-19		YES	
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	13-JAN-18		YES	
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	01-MAY-89		YES	
02191 - Neighborhood Services	City Hall	Neighborhood Services Coordinator	22-NOV-76		YES	
02191 - Neighborhood Services	City Hall	Office Assistant I, PT	19-JUN-17		YES	
02311 - Equal Opportunity Programs	City Hall	Administrative Assistant II (CONF)	23-FEB-19		NO	
02311 - Equal Opportunity Programs	City Hall	EEO & Civil Rights Director	03-OCT-11		NO	
02311 - Equal Opportunity Programs	City Hall	Equal Opportunity Specialist	06-NOV-17		NO	
02311 - Equal Opportunity Programs	City Hall	Equal Opportunity Specialist	25-JAN-16		NO	

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Asha Reed, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the City Clerk was submitted on June 28, 2022.

Asha Reed, City Clerk

Type Name & Title

Department Name:
Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Asha Reed	Sophia Uwadiale	Sophia Uwadiale
Title	City Clerk	Executive Assistant	Executive Assistant
Address	City Hall – 2 nd Floor	City Hall – 2 nd Floor	City Hall – 2 nd Floor
Phone#	(510) 238-7370	(510) 238-3122	(510) 238-3122
Email	areed@oaklandca.gov	suwadiale@oaklandca.gov	suwadiale@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	17		New Hires	2	
Public Contact Positions (PCP)	4	100%	New PCP Hires	2	75%
PCP With Spanish Language Skill	1	25 %	New PCP Hires with SP Skill	0	0 %
PCP With Chinese Language Skill	1	25 %	New PCP Hires with CH Skill	0	0 %

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: There are no plans to hire language select certification currently being that we have a fulfilled that require within our department at this time.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Michele Abney was hired as a TCSE. Britney Davis was hired as Assistant City Clerk. Sophia Uwadiale was hired as Executive Assistant to the City Clerk	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
City Clerk	SP= 1 CH = 1	SP= 1 CH = 1

Department Name:
Fiscal Year: FY2021-2022

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Election Materials	Yes	Yes	
City Clerk Brochure	Yes	Yes	
Customer Service Survey	Yes	Yes	
Domestic Partnership Registration	Yes	Yes	
Passport Commonly Used Terms	Yes		
Total # of vital documents reported =	6	5	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Clerk – Front Desk	X3226	Complete
Records Division	X3612	Complete
KTOP	X3566	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
Our survey implementation was successful. We administered the survey during the times we conducted passport appointments to the public to get a good outcome.	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: City Clerk

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
17	4	1	1	Yes	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2021-2022 and data is reported as of June 2021.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

The Office of the City Clerk works diligently to comply with the Equal Access Ordinance, making sure residents and other customers have language access to the services they need within the Office of the City Clerk.

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

The Office of the City Clerk is currently recruiting for two positions; Management Assistant and Administrative Analyst I and will give priority to bilingual candidates for those two positions in addition to the current recruitment guidelines conducted by Human Resources.

3. Highlight positive changes, successes, and best practices.

The Office of the City Clerk has not had any changes during this reporting period. Telephone messages continue to be recorded in threshold languages, language services are posted on the posting boards and vital documents translated in the threshold languages.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Staff within the Office of the City Clerk continue to utilize telephone-based language translation services for customers who need translation assistance. This maintains compliance with the Equal Access Ordinance.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices are posted in the reception area, when City Hall is accessible.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Office of the City Clerk does not have an extensive amount of vital documents to be translated but when we do, we make sure they are translated and available (e.g. Election

materials). The Clerk's office is also available to translate Council meeting agendas and agenda materials when requested in sufficient time.

3. Describe other materials the Department has provided in multiple languages?

The Office of the City Clerk has documents related to Domestic Partnership Registration in Chinese, Vietnamese and Spanish in addition to having a Spanish glossary of Passport Application terms available on its website.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Office of the City Clerk maintains recorded telephone messages in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

If customers enter or call the Office of the City Clerk needing translation services, we assess what language they need and will call for translation services. Staff are aware of and have access to all language assistance available for public usage. The Clerk's office has also partnered with the Council office to ensure that residents had translation available for in person transactions (passport applications).

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Office of the City Clerk is unaware of any complaints related to language access.

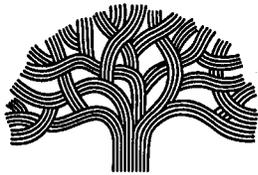
E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Office of the City Clerk will continue with its current language support, utilizing current translation services available as well as will continue to ensure that our core marketing materials are available in the designated languages.

City Clerk's Office						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSIT	PCP_LANG
03121 - City Clerk Unit	One Frank Ogawa	Assistant City Clerk	19-SEP-20	YES	YES	
03121 - City Clerk Unit	One Frank Ogawa	Administrative Analyst I	14-JUN-96		YES	
03121 - City Clerk Unit	One Frank Ogawa	City Clerk	22-APR-13		YES	Spanish
03121 - City Clerk Unit	One Frank Ogawa	Executive Assistant to the Director	01-DEC-17	Yes	Yes	
03121 - City Clerk Unit	One Frank Ogawa	Legislative Recorder	10-AUG-16		NO	
03121 - City Clerk Unit	One Frank Ogawa	Legislative Recorder	22-AUG-16		NO	
03121 - City Clerk Unit	One Frank Ogawa	Legislative Recorder	23-OCT-06		NO	
03121 - City Clerk Unit	One Frank Ogawa	Temp Contract Svcs Employee, PT	13-Jun-22	YES	NO	
03211 - KTOP Operations	One Frank Ogawa	Cable Operations Technician	31-MAR-00		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable Operations Technician	01-APR-00		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable Operations Technician	10-SEP-02		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable Operations Technician	03-JUL-95		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable TV Operations Chief Engineer	08-JAN-18		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable TV Production & Operations Manager	12-JUN-89		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable TV Production Assistant	09-APR-12		NO	Chinese
03211 - KTOP Operations	One Frank Ogawa	Cable TV Production Assistant	12-MAR-01		NO	
03211 - KTOP Operations	One Frank Ogawa	Cable TV Stage Manager, PT	01-NOV-17		NO	

Department Name:
Fiscal Year: FY2021-2022



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Nikki Fortunato Bas, City Council President, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 7.14.22.

Nikki Fortunato Bas

Nikki Fortunato Bas, City Council President

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: City Council

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nikki Fortunato Bas	Susan A. Sanchez	Susan A. Sanchez
Title	Council President	Executive to City Council	Executive to City Council
Address	1 Frank H. Ogawa Plaza Ste 226 Oakland, CA 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, CA 94612
Phone#	510 238-7002	510 238-6917	510 238-6917
Email	NFBas@Oaklandca.gov	SASanchez@Oaklandca.gov	SASanchez@Oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	37.5		New Hires	11.00	
Public Contact Positions (PCP)	37.5	100%	New PCP Hires	11.00	
PCP With Spanish Language Skill	3.	3 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)
Council Administration
District One Unit
District Two Unit
District Three Unit
District Four Unit
District Five Unit
District Six Unit
District Seven Unit
Council At Large

Table 3B. Department Organization Structure – Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No X Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 3 CH =	SP= 3 CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

	SP=	CH =	SP=	CH =
--	-----	------	-----	------

Table 4A Vital Documents List			
None	SP Translation Available?	CH Translation Available?	Other? Specify:
Total # of vital documents reported =			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
District 5 – Department voice mail	510 238-7005	Completed

Table 6. Analysis by Community Based Service Locations					PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%	

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Describe department's effort in survey implementation: The Survey was sent out to all district. However, because of the inability to meet with Constituent, the survey was not completed	

III. QUALITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
37.5	37.5	4.0	3	No	2	0	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The City Council office has made every effort to comply with the Equal Access Ordinance (EAO). We have had a minimal change to staff during this COVID pandemic. When there were openings, we have found it difficult to find candidates that have the qualifications to meet the linguistic needs of our diverse districts. Note that the District 2 Office had a Chinese (Cantonese and Mandarin) speaking staff person until January 2021 and is working to ensure Chinese language capacity in a variety of ways including with partners and volunteers; and District 2 has had a staff person since 2019 who speaks Mandarin, but is not fully proficient relative to the language test required.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The City Council office has included the following statement in the job postings, "it would be useful for candidates to be bilingual when applying for the position". However, the applicants are few and compliance is difficult. Because of the office closure and lack of foot traffic, we have hired those to meet the needs of our constituents for each district office.

3. Highlight positive changes, successes, and best practices.

The Council offices continue to utilize the interpretation services to accommodate constituents in the Council reception area. The Council office uses interpreters for community and Council meetings and uses translation services for community education materials.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Recognizing that limited English Speaking constituent can telephone Council offices at any time and may speak a language not spoken by any PCP, all Councilmembers and their staff now have access to translation services via Language Line. A sticker with information on accessing the service has been affixed to every Council phone. Additionally, limited English Speakers who arrive at the Council's reception desk now see a sign on prominent display on which they can point to their language, enabling the receptionist to put them in touch with a language interpreter.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

At the City Council's Reception desk at City Hall, 1 Frank Ogawa Plaza Suite 226, Oakland, CA

On prominent display is a sign provided by Language Line Services announcing that interpretation services are available in Multiple languages.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Each Councilmember determines which documents need to be translated for distribution to monolingual and Limited English Proficient constituents. The Council Office does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages.

3. Describe other materials the Department has provided in multiple languages?

As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Historically, the City Council Front Counter reception phone line is in compliance with Equal Access Ordinance and is equipped with voice recordings in English, Spanish, Cantonese and Mandarin. However, because of the "Shelter in Place" order our main phone line is in English only.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Councilmembers conduct meetings and/or arrange for interpreters/translators at meetings where Spanish speaking or Chinese speaking limited English Speaking are present. Advertising for those meetings, such as via flyers, may indicate that translation will be available.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

None received.

E. Action Plan

Department Name:
Fiscal Year: FY2021-2022

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

Councilmembers will be advised by the Executive Assistant that they should do targeted outreach for hiring Council staff so that the job announcements are seen in places where bilingual candidates are likely to see them and that the job announcements specifically mention that bilingual candidates are encouraged to apply.

DEPT	MBER	Address	JOB CLASSIFICATION	FTE	NORM	HIRE DATE	New	EMPLOYEE NAME	POSITION	PCP- LANGUG E	Bilingu al Cert.
COUNCIL	00011	City Hall 1 Frank	City Council PSE 14.E.44860.44860	1.00	37.5	5-Mar-18			YES		
COUNCIL	00011	City Hall 1 Frank	City Council PSE-51.E.26082.25589	1.00	37.5	03-Aug-98			YES		
COUNCIL	00011	City Hall 1 Frank	City Council PSE 14.E.40685.40685	1.00	37.5	13-Jul-19			YES		
COUNCIL	00011	City Hall 1 Frank	Temp Comtract SVCS.38882.38882	1.00	37.5	4-OCT-16			YES		
COUNCIL	00111	City Hall 1 Frank	Council Member 134.134	1.00	37.5	07-Jan-13			YES		
COUNCIL	00111	City Hall 1 Frank	City Council PSE-51.E.28348.28348	1.00	37.5	16-Nov-19			YES		
COUNCIL	00111	City Hall 1 Frank	City Council PSE 14.E.43623.43623	1.00	37.5	07-JAN-13			YES		
COUNCIL	00111	City Hall 1 Frank	City Council PSE 14.E.42001.42001	1.00	37.5	30-Apr-19			YES		
COUNCIL	00111	City Hall 1 Frank	City Council PSE 14.E.43678.43678	1.00	37.5	23-Jan-21			YES		
COUNCIL	00211	City Hall 1 Frank	Council Member 132.132.	1.00	37.5	07-JAN-19			YES		
COUNCIL	00211	City Hall 1 Frank	City Council PSE-51.E.44587.44587	1.00	37.5	18-OCT-21	YES		YES		
COUNCIL	00211	City Hall 1 Frank	City Council PSE 14.E.39113.39113	1.00	37.5	22-JAN-19			YES		
COUNCIL	00311	City Hall 1 Frank	Council Member 4902.4902	1.00	37.5	04-JAN-21			YES		
COUNCIL	00311	City Hall 1 Frank	City Council PSE-51.E.30970.30970	1.00	37.5	04.JAN-21			YES		
COUNCIL	00311	City Hall 1 Frank	City Council PSE 14, PPT.L.44817.44	.50	18.75	03-JAN-22	YES		YES		
COUNCIL	00311	City Hall 1 Frank	City Council PSE 14.E.43464.43464	1.00	37.5	18-JAN-21			YES		
COUNCIL	00411	City Hall 1 Frank	Council Member753.753	1.00	37.5	01-JUL-14			YES		
COUNCIL	00411	City Hall 1 Frank	City Council PSE-51.E.40724.40724	1.00	37.5	21-SEP-19			YES		
COUNCIL	00411	City Hall 1 Frank	City Council PSE 14, PPT.L.41614.41	1.00	37.5	4-APR-22	YES		YES		
COUNCIL	00411	City Hall 1 Frank	City Council PSE 14.E.41843.41843	1.00	37.5	07-SEP-21	YES		YES		
COUNCIL	00511	City Hall 1 Frank	Council Member 2580.2580	1.00	37.5	07-JAN-13			YES	Spanish	No
COUNCIL	00511	City Hall 1 Frank	City Council PSE 14, PPT.L.41835.41	.50	18.75	11-JAN-20			YES		
COUNCIL	00511	City Hall 1 Frank	City Council PSE 14.E.43463.43463	1.00	37.5	01-FEB-21			YES		
COUNCIL	00511	City Hall 1 Frank	City Council PSE 14.E.41537.41537	1.00	37.5	30-AUG-21	YES		YES		
COUNCIL	00511	City Hall 1 Frank	City Council PSE 14.E.41995.41995	1.00	37.5	04-OCT-21	YES		YES		
COUNCIL	00611	City Hall 1 Frank	Council Member 5674.5674	1.00	37.5	07-JAN-19			YES		
COUNCIL	00611	City Hall 1 Frank	City Council PSE-51.E.41830.41830	1.00	37.5	07-JAN-19			YES		
COUNCIL	00611	City Hall 1 Frank	City Council PSE 14, PT.N.44851.448	.50	18.75	23-Jan-21			YES		
COUNCIL	00611	City Hall 1 Frank	City Council PSE 14.E.41581.41581	1.00	37.5	06-SEP-21	YES		YES	Spanish	Yes
COUNCIL	00611	City Hall 1 Frank	City Council PSE 14.E.38720.38711	1.00	37.5	13-JAN-20			YES		
COUNCIL	00711	City Hall 1 Frank	Council Member 5325.5325	1.00	37.5	04-JAN-21			YES		
COUNCIL	00711	City Hall 1 Frank	City Council PSE 14.E.43448.43448	1.00	37.5	04-JAN-21			YES		
COUNCIL	00711	City Hall 1 Frank	City Council PSE 14.E.44822.44822	1.00	37.5	24-JAN-22	YES		YES		
COUNCIL	00711	City Hall 1 Frank	City Council PSE 14.E.4898.4898	1.00	37.5	24-JAN-22	YES		YES		
COUNCIL	00711	City Hall 1 Frank	City Council PSE 14.E.44823.44823	1.00	37.5	24-JAN-22	YES		YES		
COUNCIL	00911	City Hall 1 Frank	Council Member 1547.1547	1.00	37.5	05.JAN.09			YES		
COUNCIL	00911	City Hall 1 Frank	City Council PSE-51.E.40810.40810	1.00	37.5	18-APR-20			YES		
COUNCIL	00911	City Hall 1 Frank	City Council PSE 14.E.40546.40546	1.00	37.5	19-MAR-18			YES	Spanish	Yes
COUNCIL	00911	City Hall 1 Frank	City Council PSE 14.E.42617.42617	1.00	37.5	15-NOV-21	YES		YES		
			TOTAL	37.5			11				



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Ryan Russo, DIRECTOR, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Department of Transportation (OakDOT) was submitted on Friday, June 17, 2022.



Ryan Russo, Director of OakDOT

Department Name:
Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ryan Russo	Melanie Cockerham	Melanie Cockerham
Title	Director	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza
Phone#			
Email	rrusso@oaklandca.gov	mcockerham@oaklandca.gov	mcockerham@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	382.15		New Hires **	30	
Public Contact Positions (PCP)	120	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	14	11.7%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	6	5 %	New PCP Hires with CH Skill	0	%

****New Hires consisted of non-designated classifications during this assessment period; however, 11 PCP employees were transferred from the Finance Department into OakDOT as follows: 5=Vacant, 6=Filled; Of the 6 filled positions, 2=Spanish Skill, 1=Chinese Skill**

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Department Name:
 Fiscal Year: FY2021-2022

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

DEPARTMENT OF TRANSPORTATION
35111 - Director's Office
35112 - Human Resources
35121 - DOT Fiscal Services
35211 - Great Streets Delivery Admin
35212 - Complete Streets Design
35213 - Complete Streets Pavement & Sidewalk Management
35214 - Complete Streets Planning & Project Development
35216 - Traffic Capital Projects
35217 - ROW Management
35218 - Survey
35221 - Great Streets Maintenance Admin
35222 - Great Streets Maintenance Street & Sidewalk
35223 - Great Streets Maintenance Asphalt
35224 - Great Streets Maintenance Concrete and Guardrails
35231 - Street Lighting Admin
35232 - Street Lighting Engineering
35233 - Street Lighting Maintenance
35241 - Safe Streets Admin
35242 - Complete Streets Maintenance
35243 - Crossing Guard Services
35244 - Neighborhood Traffic Safety
35245 - Bicycle & Pedestrian Program
35246 - Major Corridor Multimodal Operations
35247 - Mobility Management
35251 - ADA Programs Division
35311 - Parking Management Admin
35321 - Parking Meter Repair
35331 - Parking Enforcement
35341 – Parking Meter Collectors
35351 – Parking Citations Assistance Center

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Council Approved Budget Action to Transfer Parking Meter Collectors (PMC) and Parking Citations Assistance Center (PCAC) units from Finance to OakDOT; the equivalent of 20.0 Total FTE; 11.0 classifications designated as PCP and 9.0 classifications undesignated	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.			
Super PCP Unit	Language Goal FTE		Actual FTE	
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =

Department Name:
Fiscal Year: FY2021-2022

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
2022 5-Year Paving Plan Community Presentation	Yes	Yes	Vietnamese
2019 3-Year Paving Plan (Year 2) Online Story Map	Yes	Yes	
Eastmont Stairways Survey	Yes	Yes	
MLK Jr Way Paving Project Survey #1	Yes	Yes	
27 th and Lakeside Streets Postcard	Yes		
HSIP 9 Foothill Blvd Postcard	Yes	Yes	
HSIP 9 Macarthur Blvd Postcard	Yes	Yes	
14 th Street Safety Project Presentation	Yes	Yes	
14 th Street Safety Project Postcards x2	Yes	Yes	
Grand Avenue Paving Project Postcard	Yes	Yes	
Broadway Bus Lanes Postcard	Yes	Yes	
Administrative Review Request	Yes	Yes	
Hearing Waiver	Yes	Yes	
Total # of vital documents reported =			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Front Desk – Reception Lobby, Suite 4314	510 238-3961	Completed
PCAC – 270 Frank H. Ogawa Plaza	800 500-6484	Completed
PCAC – Line used by PSR's to assist LES customers	1-844-723-6288	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Department Name:
Fiscal Year: FY2021-2022

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
<p>Parking Citation Assistance Center (PCAC) staff administered a two-weeks LAS survey at the end of March 2022. A few LAS flyers with the following message, "Tell Us What You Think," were printed in color and were posted in the customer service areas of the PCAC to ensure they were easily visible by anyone walking in the lobby seeking service. PCAC staff provided the survey to walk-in customers to complete regardless of the language spoken. The completed two-weeks surveys were returned to Equal Access.</p> <p>In addition, the Department of Transportation (DOT) - Permit counter launched the LAS for two weeks in April. LAS flyers were printed in color and were visibly posted in the customer service areas of the DOT-Permit section. The survey was made available at each permit counter. Every customer who walked in was provided with a survey to complete regardless of the language spoken. The completed two-weeks surveys were returned to Equal Access</p>	

Department Name:
 Fiscal Year: FY2021-2022

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
382.15	120	13.2	14	Yes	6	6	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Oakland Department of Transportation (OakDOT) meets compliance with the Equal Access to Services Ordinance (EAO) goal for Spanish-Speaking PCP as well as Chinese-Speaking PCP staff this reporting period. OakDOT's designated Public Contact Position (PCP) roster is comprised of Parking Control Technicians (PCT), Crossing Guards (CG), which primarily report in a Part-Time capacity and Public Service Representatives (PSR), recently transitioned from Finance into OakDOT, based on Council approved budget action. OakDOT's challenges to secure additional bilingual persons in these capacities may be attributed to multiple factors, including but not limited to, the longevity of current employees, department hiring priorities and the City of Oakland hiring processes, which are governed by the Civil Service Rules, as-well-as, criteria and stipulations set forth in negotiated Memorandums of Understanding.

The PCT, PCP's roam Citywide in the performance of their duties, where they may interact with a richly diverse population; there are now the equivalent of 58.25 full-time PCT, PCP's, on the OakDOT roster, and one team member located in the office, who serves on dispatch, with Spanish language skills.

The CG, PCP's assist children crossing the street in designated crosswalks, where they may interact with a richly diverse population including those residing in the immediate vicinity of the school location; there are now the equivalent of 25.90 full-time CG, PCP's, on the OakDOT roster.

The PSR, PCP's provide direct customer service delivery via in-person, phone and website contact with Oakland constituents and stakeholders for services related to Parking Citations; there are the equivalent of 11.0 full-time PSR, PCP's, on the OakDOT roster.

OakDOT also increased its PCP roster by adding key Engineering, Bike & Pedestrian, Capital Improvement, Planning & Project Development, and Mobility Management staff that interact directly with the public coordinating advisory committee work, community engagement and outreach.

Council approved budget action transferred the equivalent of 20.0 total FTE employees; 11.00 designated PCP, and 9.0 undesigned classifications, from the Finance Department to

OakDOT effective the latter part of this assessment period. This action increased the total number of PCP designated positions in OakDOT, with established bilingual status reflected in this Qualitative Narrative.

OakDOT strives to serve every member of the Oakland's diverse community. Because Oaklanders speak over 100 different languages, we recognize that there may be challenges to providing service for all our residents. However, OakDOT is committed to providing excellent service delivery through our language specific phone lines; website(s); mobile application(s); and special community-based events we sponsor throughout the year.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. This is overseen by the Department of Human Resources Management and Equal Access to determine whether our recruitment efforts meet the needs of the non-English speaking community. Currently, OakDOT employs staff who speak languages such as Spanish, Cantonese, Mandarin, Farsi, Tagalog, Hindi, Korean and Arabic, though not all staff classifications are designated public contact positions (PCPs).

3. Highlight positive changes, successes, and best practices.

Oakland is the most diverse city in the nation. Therefore, as part of the "Responsive Trustworthy Government" section of our Strategic Plan, OakDOT is committed to hiring a pool of employees that best reflect the rich multiethnic landscape that Oakland has to offer.

Responsive Trustworthy Government — Key Points

- Make OakDOT a great place to work and recruit the best employees.
- Ensure that job openings are seen by a wide array of potential talent to recruit the best employees.
- Develop a transportation "career ladder" of job opportunities so applicants can see the range of opportunity.

Additionally, OakDOT has posted job advertisements on Craigslist, on community and ethnic-specific newspapers and newsletters as well as on the @OakDOT twitter page. This process has resulted in the engagement and hiring of multi-cultural and ethnically diverse staff, which is representative of the community OakDOT serves. Additionally, we prioritized outreach to people of color when we launched our internship recruitment announcement this year by sending them the application details prior to sharing it with our large list-servers of potential applicants.

OakDOT has secured a diverse, full-time professional and part-time staff including Assistant Engineers, Engineers, Planners, and Paving, Maintenance, and skilled workers. Additionally, Part-time Engineering & Management Interns, Student Trainees, have been recruited through these means and are now proudly part of the OakDOT team.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices are posted in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 4th Floor, Suite 4314 (general reception area) and Suite 2314, (Permit Service Center). Notices do not however contain the name of staff who speak the languages.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As shown in Table 4A, 100% of vital documents were translated into either or both threshold languages; documents are not released without translation in place. This is OakDOT's third reporting year, the list in section Part II, Table 4A serves as the baseline for future year increases.

Over the course of FY22-23, OakDOT will continue to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to request that identified documents meeting the "Vital Document" criteria be translated into threshold languages.

3. Describe other materials the Department has provided in multiple languages?

No additional materials were provided outside of those identified as Vital Documents

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OakDOT has translations available for our Front Desk services. An automated voicemail service directs callers to the language of their choice. Additionally, In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

OakDOT and OPW have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk located at 250 Frank Ogawa Plaza, 4th floor

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

OakDOT is not aware of any complaints received related to the provision (or lack of provision) of bilingual oral and written services

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
Future recruitment and hiring efforts for existing PCT PCP positions may include specific threshold language skills as highly desired and/or include a selective language certification requirement.
OakDOT will explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as explore outreach and public engagement strategies and continued efforts.
OakDOT will perform comprehensive assessment of existing informational documents of recently transferred units from Finance for language translation opportunities and needs.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35111 - Director's Office	250 FRANK H. OGAWA	Administrative Assistant II	06-OCT-03		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant Director, Public Works Agency	09-JAN-21		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant to the Director	22-APR-17		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Director of Transportation	08-MAY-17		NO		
35111 - Director's Office	250 Frank Ogawa Plaza	Executive Assistant to the Director	06-JAN-09		NO		
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst I	26-JUL-99		NO	Spanish	Spanish
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst II	26-OCT-15		NO		
35112 - Human Resources	250 Frank Ogawa Plaza	Payroll Personnel Clerk III	08-OCT-18		NO		
35112 - Human Resources	250 FRANK H. OGAWA	Payroll Personnel Clerk III	17-MAR-08		NO		
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Account Clerk II	12-JUN-21		NO		
35121 - DOT Fiscal Services	PWA FISCAL	Account Clerk III	19-OCT-19		NO		
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant III	15-MAR-99		NO		
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Revenue Analyst	12-JAN-98		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Accountant III	21-SEP-19		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Assistant to the Director	23-MAR-19		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Principal	29-OCT-12		NO		
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	21-MAY-18		NO	Tagalog	
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Transportation Planner II	19-SEP-20		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	19-OCT-19		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	30-DEC-17		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-99		NO	Chinese	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	02-JUN-18		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	30-DEC-17		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-NOV-16		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	18-OCT-10		NO		
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	09-JUN-03		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Administrative Assistant II	07-MAY-18		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector (Field)	22-FEB-20		NO		Tagalog
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO		Persian (Farsi)
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	10-JUN-91		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	15-AUG-16		NO		Persian (Farsi)
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Civil (Office)	19-FEB-13		NO	Spanish	Spanish
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-JUL-03		NO		Aramaic (Amharic)
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO		Vietnamese
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Management Intern, PT	24-JUL-21	YES	NO	Spanish	Spanish
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Management Intern, PT	01-JUN-19		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Project Manager	16-FEB-16		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Transportation Planner II	05-FEB-22	YES	NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Transportation Planner II	09-JAN-21		NO		
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Transportation Planner, Senior	18-APR-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUL-19		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner II	19-MAR-22	YES	NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner II	14-NOV-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner II	21-APR-18		NO	Spanish	Spanish
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner III	16-MAY-20		NO		
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner III	02-MAY-20		NO		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35214 - Complete Streets Planning	250 Frank Ogawa Plaza	Transportation Planner, Senior	24-AUG-19		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-SEP-02		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-95		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	02-MAR-88		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	18-SEP-21	YES	NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	21-NOV-16		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineering Intern, PT	24-JUL-21	YES	NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineering Intern, PT	27-JUL-19		NO		
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Traffic Engineering Technician, Senior	08-SEP-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Administrative Assistant II	02-JUN-87		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Assistant Director, Public Works Agency	29-JUL-17		NO	Chinese	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	04-SEP-21	YES	NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	23-JAN-21		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	08-NOV-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector Sup (Field)	29-JUN-19		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	29-MAR-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	15-OCT-01		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	10-FEB-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	26-JUN-21		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	29-MAY-21		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	02-SEP-14		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	30-JUN-18		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	18-APR-11		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	11-OCT-04		NO		
35217 - ROW Management	250 Frank Ogawa Plaza	Permit Technician I	30-AUG-14		YES	Spanish	Spanish
35217 - ROW Management	250 Frank Ogawa Plaza	Transportation Planner III	11-AUG-18		NO	Spanish	Spanish
35218 - Survey	7101 Edgewater Dr - Bl	City Land Surveyor	26-NOV-12		NO		
35218 - Survey	7101 Edgewater Dr - Bl	Surveying Technician, Sr (Field)	29-JAN-18		NO		
35218 - Survey	7101 Edgewater Dr - Bl	Surveying Technician, Sr (Field)	02-SEP-08		NO		
35219 - Structures & Emergency Res	250 Frank Ogawa Plaza	Engineer, Transportation	14-OCT-02		NO		
35219 - Structures & Emergency Res	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	13-NOV-21	YES	NO		
35221 - Great Streets Maintenance	7101 Edgewater Drive	Administrative Analyst I	31-OCT-88		NO		
35221 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Operations Manager	11-FEB-91		NO		
35222 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Supervisor II	25-NOV-98		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	13-NOV-21	YES	NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	06-MAR-21		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	20-APR-19		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	20-APR-19		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	21-MAY-18		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	06-MAY-17		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	05-JUL-16		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	16-MAR-15		NO		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	17-MAR-14		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	13-MAY-13		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	21-DEC-03		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	04-MAR-00		NO		
35223 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	15-DEC-97		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Public Works Supervisor I	11-DEC-00		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	15-JUL-17		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	31-AUG-09		NO		
35223 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	09-MAY-05		NO		
35223 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Street Maintenance Leader	09-MAY-05		NO		
35223 - Great Streets Maintenance	5921 Shepherd Canyon	Street Maintenance Leader	11-OCT-93		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	14-JAN-85		NO		
35223 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	30-APR-84		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Concrete Finisher	06-MAR-21		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Concrete Finisher	06-MAR-21		NO		
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Concrete Finisher	06-JUL-04		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Heavy Equipment Operator	29-APR-13		NO		
35224 - Great Streets Maintenance	750 50th Ave.	Heavy Equipment Operator	12-OCT-87		NO		
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	22-FEB-20		NO		
35224 - Great Streets Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	01-JUN-19		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	20-APR-19		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	28-JUL-18		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	21-MAY-18		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	07-APR-18		NO		
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenance Worker	20-SEP-10		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	01-MAR-14		NO	Spanish	Spanish
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	15-DEC-97		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	23-NOV-15		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	05-JAN-15		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	17-MAR-14		NO		
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Leader	03-AUG-13		NO		
35224 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Leader	20-SEP-10		NO		
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Street Maintenance Leader	28-JUN-10		NO		
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bl	Street Maintenance Leader	21-FEB-78		NO		
35231 - Street Lighting Admin	7101 Edgewater Dr - Bl	Administrative Assistant II	22-SEP-03		NO		
35231 - Street Lighting Admin	7101 Edgewater Drive	Support Services Supervisor	30-SEP-96		NO		
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bl	Electrical Construction & Maint Planne	31-DEC-07		NO		
35232 - Street Lighting Engineering	7101 Edgewater Drive	Temp Contract Svcs Employee, PT	09-FEB-19		NO		
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bl	Electrical Supervisor	06-JUN-16		NO		
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bl	Electrician	02-APR-12		NO		
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bl	Electrician	15-SEP-03		NO		
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bl	Electrician Helper	02-JAN-07		NO		
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bl	Electrician Leader	15-OCT-01		NO		
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Manager, Transportation	21-MAR-20		NO		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35242 - Complete Streets Maintena	7101 Edgewater Drive	Public Works Maintenance Worker	22-MAR-21		NO		
35242 - Complete Streets Maintena	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	19-SEP-20		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Public Works Maintenance Worker	22-OCT-94		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Public Works Maintenance Worker	03-SEP-88		NO		
35242 - Complete Streets Maintena	250 Frank Ogawa Plaza	Public Works Supervisor I	17-MAR-14		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Public Works Supervisor I	18-JAN-05		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	22-AUG-20		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	03-JUN-17		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	06-JUL-15		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	24-NOV-14		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	08-JUL-13		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Sign Maintenance Worker	14-OCT-02		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Painter	10-JUN-02		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Painter	08-DEC-97		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Painter	21-JAN-92		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Painter	26-FEB-90		NO		
35242 - Complete Streets Maintena	7101 Edgewater Drive	Traffic Sign Maker	11-JAN-20		NO		
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	Crossing Guard, PPT	29-APR-02		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	22-FEB-20		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	08-FEB-20		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	02-NOV-19		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	09-FEB-19		YES	Chinese	Chinese-Cantonese
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	03-NOV-18		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	25-AUG-18		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	12-FEB-18		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	12-FEB-18		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	04-DEC-17		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	04-DEC-17		YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	01-DEC-09		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-AUG-18		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	25-AUG-18		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	25-AUG-18		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	04-DEC-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	06-NOV-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	28-AUG-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	28-AUG-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	12-JUN-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	08-MAY-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	14-FEB-17		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	18-AUG-16		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	18-AUG-16		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	18-AUG-16		YES	Spanish	Spanish
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	12-JUN-15		YES		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	13-OCT-14		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	20-AUG-14		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	31-MAR-14		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-JAN-14		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-JAN-14		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	02-APR-13		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	02-APR-13		YES	Chinese	Chinese-Cantonese
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-AUG-11		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-AUG-11		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	27-AUG-11		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	30-JUN-08		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	18-OCT-04		YES	Spanish	Spanish
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	08-MAY-04		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	29-SEP-03		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	16-NOV-00		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	16-NOV-00		YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST F	Crossing Guard, PT	08-MAR-00		YES		
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	School Traffic Safety Supervisor	25-FEB-08		YES		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Field)	08-AUG-20		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	30-NOV-19		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-JAN-05		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	02-JUL-01		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	28-APR-97		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation	07-AUG-21	YES	NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation	07-OCT-17		NO		
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation	23-SEP-17		NO		
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-AUG-14		NO		
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Engineer, Transportation	26-AUG-17		NO		
35245 - Bicycle & Pedestrian Program	7101 Edgewater Dr - Bldg	Spatial Data Analyst III	11-APR-16		NO		
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Student Trainee, PT	24-JUL-21	YES	NO		
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner I	15-DEC-18		NO		
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner II	14-FEB-17		NO	Spanish	Spanish
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner, Senior	13-NOV-01		NO		
35246 - Major Corridor Multimodal	7101 Edgewater Dr - Bldg	Electrical Supervisor	21-MAR-95		NO		
35246 - Major Corridor Multimodal	7101 Edgewater Dr - Bldg	Electrician	10-NOV-14		NO		
35246 - Major Corridor Multimodal	7101 Edgewater Dr - Bldg	Electrician	15-APR-13		NO		
35246 - Major Corridor Multimodal	7101 Edgewater Dr - Bldg	Electrician	17-DEC-07		NO		
35246 - Major Corridor Multimodal	7101 Edgewater Dr - Bldg	Electrician	31-JAN-05		NO		
35246 - Major Corridor Multimodal	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	31-OCT-20		NO		
35246 - Major Corridor Multimodal	250 Frank Ogawa Plaza	Transportation Planner II	12-JAN-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	01-DEC-18		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-DEC-21	YES	NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Program Analyst I	07-APR-18		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-19		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner II	25-JUL-20		NO		
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner II	25-JUL-20		NO		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner III	18-NOV-17		NO		
35251 - ADA Programs Division	250 Frank Ogawa Plaza	Disability Access Coordinator	07-OCT-17		YES		
35251 - ADA Programs Division	250 Frank Ogawa Plaza	Program Analyst I	03-APR-21		YES		
35311 - Parking Management Admi	250 Frank Ogawa Plaza	Parking Control Technician	10-DEC-13		YES		
35311 - Parking Management Admi	250 Frank Ogawa Plaza	Project Manager II	25-MAR-13		YES		
35311 - Parking Management Admi	250 Frank Ogawa Plaza	Public Service Representative	08-JUN-15		YES	Spanish	Spanish
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	08-JUL-13		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	17-JAN-06		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	03-JAN-05		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	04-MAR-02		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	02-SEP-97		NO		
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Public Works Supervisor I	15-DEC-97		NO		
35331 - Parking Enforcement	1 Frank Ogawa Plaza	Mayor's PSE 14	09-FEB-00		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	10-DEC-13		YES	Chinese	Chinese-Cantonese
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-AUG-13		YES	Chinese	Chinese-Cantonese
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	02-APR-13		YES		
35331 - Parking Enforcement	455 7th Street	Parking Control Technician	23-JAN-12		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES	Spanish	Spanish
35331 - Parking Enforcement	455 7TH STREET, 1ST F	Parking Control Technician	12-JUL-10		YES	Spanish	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-08		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	05-NOV-07		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	05-NOV-07		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	27-AUG-07		YES	Spanish	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	24-MAR-07		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	12-SEP-06		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	09-DEC-02		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	02-APR-01		YES	Spanish	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	08-JAN-00		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	26-OCT-99		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	23-FEB-99		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-98		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	25-JUL-95		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	28-MAR-89		YES		
35331 - Parking Enforcement	455 7TH STREET, 1ST F	Parking Control Technician	04-OCT-88		YES	Chinese	Chinese-Cantonese
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	07-SEP-19		YES		
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	07-SEP-19		YES	Spanish	Spanish
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	21-APR-18		YES		
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	21-APR-18		YES		
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	21-APR-18		YES		
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	30-AUG-14		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PPT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PPT	20-OCT-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PPT	21-APR-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PPT	30-AUG-14		YES		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1	BILINGUAL
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	30-NOV-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	30-NOV-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	30-NOV-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	30-NOV-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	30-NOV-19		YES		Vietnamese
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES	Chinese	Chinese-Cantonese
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	07-SEP-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	24-AUG-19		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	21-APR-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	21-APR-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	21-APR-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	21-APR-18		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	02-APR-13		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	23-JUN-12		YES	Spanish	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	21-MAR-11		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	12-JUL-10		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	10-JUL-06		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	13-JAN-97		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	12-SEP-06		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	20-JAN-04		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	09-DEC-02		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	10-SEP-96		YES		
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor II	23-APR-94		YES		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collection Supervisor	23-AUG-10		NO		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	30-OCT-21	YES	NO		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	28-SEP-15		NO		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94		NO		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	03-OCT-94		NO		
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Public Service Representative	24-SEP-07		NO	Spanish	Spanish
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Cashier	08-FEB-20		YES		
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Public Service Representative	24-AUG-19		YES	Spanish	Spanish
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Public Service Representative	09-OCT-17		YES		
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Public Service Representative	21-MAR-11		YES		
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Public Service Representative	26-JUL-10		YES	Chinese	Chinese-Cantonese
35351 - Parking Citations Assistance	250 Frank Ogawa Plaza	Public Service Representative, Senior	13-JAN-18		YES		

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Darlene Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopting the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Department of Race and Equity was submitted on 6.20.2022.

A handwritten signature in black ink, appearing to read "Darlene Flynn". The signature is fluid and cursive.

Darlene Flynn, Director
Type Name & Title

Department Name:
Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darlene Flynn	Jacque Larrainzar	Ayanna Allen
Title	Director	Program Analyst III	Executive Assistant
Address	1 Frank H. Ogawa Plaza, 11 th Floor	1 Frank H. Ogawa Plaza, 11 th Floor	1 Frank H. Ogawa Plaza, 11 th Floor
Phone#	510-238-2904	510-238-2904	510-238-6401
Email	Dflynn2@oaklandnet.com	JLarrainzar@oaklandnet.com	asallen@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	3		New Hires	1 PT intern	
Public Contact Positions (PCP)	0	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	0	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
The department has three full-time employees	and a part-time intern for a six months data project
Darlene Flynn, Director	Daniel Tan, Management Intern, PT
Ayanna Allen, Executive Assistant to the Director	
Jacque Larrainzar, Program Analyst III	
Due to the small size of our department, there are no	Divisions or units

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description: NA	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Department of Race and Equity one-pager brochure describing the work of the department https://www.oaklandca.gov/documents/document-brochure	yes	yes	NA
Total # of vital documents reported = 1			

Department Name:
 Fiscal Year: FY2021-2022

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: DRE is an internal-focused department. Its services are provided to other city departments. Due to limited resources and very limited contact with the public, no other vital documents have been identified for translation per EAO section 2.30.050.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Location Description- City Hall 11 th floor	Telephone Number	Status
Public Line	(510) 238-3638	Completed
Executive Assistance Line	(510) 238-6401	Completed
Director's Line	(510) 238-2904	Completed
Program Analysts Line	(510) 238-7657	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland City Hall	1 Frank H Ogawa Plaza, 11 th floor	94612	(510) 238-3638	0	0		0	
			(510) 238-6401	0	0		0	
			(510) 238-2904	0	0		0	
			(510) 238-7657	0	0		0	

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe the department's effort in survey implementation: Due to the Pandemic, City Hall is still closed to the public staff is working limited in-office hours and most meetings are held online to limit exposure to COVID19. Although we offered printed survey copies available at the shared reception area on the 11 th floor we did not receive any survey responses.	

Department Name:
 Fiscal Year: FY2021-2022

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
3	0	NA	NA	NA	NA	NA	NA

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Department of Race and Equity works to meet ordinance requirements as follows:

- Offer the public information about their rights under the language access ordinance by posting notices in our office public space.
- Offer resources and information to department staff so they can provide translation and interpretation services to the public as needed.
- Offer a one-pager with information about the mission, vision, and work of the department in Spanish and Chinese on our website.

Language access and the inclusion of Limited English Speakers is an important component of our Citywide race and equity strategic goals to **promote inclusion and full participation for all residents of the City**. As such, the Department uses its city-wide network of equity teams and its quarterly training Advancing Racial Equity Academy to promote the use of the services provided by the Language Access Office. We also encourage department staff to plan for the inclusion of Limited English Speakers (LES) in their events, planning meetings, and public-facing policy discussions, as well as plan meetings with the use of interpreters in mind. Language Access is an essential part of our Department's inclusive engagement work and communications practices. The Inclusive Engagement and Outreach Guide – a tool used by equity teams to support their departments in the design and planning of outreach and engagement efforts- includes guiding questions about language access and information about how to contact Language Access Services.

During the pandemic, our department supported and staffed the creation of a city-wide inclusive outreach and engagement workgroup to better coordinate COVID-19 outreach to LES. During the second year of the pandemic, the workgroup scheduled a series of training to support staff working in outreach and engagement efforts. The pieces of training included sessions on language access and how to use zoom translations for public meetings. The pieces of training were very well received by staff and the series was repeated recently per the request of City employees working in these areas. We are very thankful to Language Access for their support to make these workshops available to employees and help us do a better job serving ELS residents.

2. Describe the Department's effort in outreach, recruitment, and hiring of bilingual candidates.

Due to the 2021 shelter-in-place orders and the pandemic, the department did not conduct outreach activities to hire bilingual candidates for this reporting period. In 2022, we hired an intern to support an 8-month data project who is a native Tagalog speaker.

3. Highlight positive changes, successes, and best practices.

During this reporting period, our department has seen equity teams and city staff discuss language needs and strategies to provide language access not only to Spanish and Chinese speakers but to other language communities in Oakland. The topic comes up often in discussions within the Inclusive Outreach and engagement workgroup and has encouraged guests from other government agencies – Caltrans, Bart, Air District, and the Port of Oakland to plan to provide interpretation and translation in their outreach efforts in Oakland. Our department has noticed staff planning ahead of time to order translations and includes interpretation and translation in outreach and engagement plans as well as briefing consultants hired to do outreach to include language access in their scope of work and think about the process to get documents such as flyers, notices, translated and offer interpretation at meetings. Having Language Access support staff provide interpretation via zoom has been very helpful to our efforts to advance inclusion in the City's civic processes during the pandemic.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In 2021 the Citywide Engagement workgroup started to draft administrative instruction (AI) to provide guidance for departments to create operating procedures around engagement. Our department consulted with Language Access and the AI will provide instructions to departments, so language Access is part of these operating procedures and provided for mayor City projects that require public consultation. We hope to finalize and publish the Administrative Instruction before the end of this year. Language Access input for the drafting of the AI is key to imbed Language access best practices in how we conduct engagement in the City of Oakland.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Posters and brochures regarding Language Access informing rights, as well as forms to file complaints- if desired by the public- are visibly posted at the 11th-floor elevators, East and West exit of City Hall. Posters have also been visibly placed in the conference room and Language Access Cards have been provided to the Director and Executive Assistant along with training on how to use them. The cards are visibly placed in our waiting area.

2. Describe the percentage of vital documents translated into threshold language(s). What are the corrective action plan and the timeline for getting the rest of the documents translated?

- a. The department's website is currently the main form of communication with the public. Our mission and scope of work are readily available to the public [here](#). Content can be translated using the google translate button at the bottom of the page.
- b. Per the suggestion of the Language Access Office our department created a one-pager brochure which is available in Spanish and Chinese on our website [here](#)
- c. No other documents have been identified as vital at this point.

3. Describe other materials the Department has provided in multiple languages?

Nothing new to report for this period.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Language Services translated a written script for the department's voice mail messages in Chinese and Spanish in 2019. Recording in the Director's line was completed last year, the analysts' line already has a message in Spanish and English, and messages were also added to the executive assistant line and the department's new public line.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
Limited staff and budget resources do not allow for our department to conduct public outreach.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

We have no complaint to report at this time.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - Staff has received training and materials to be able to access the Language Line and provide interpretation as needed. A refresher training was offered at the beginning of this year.
 - The Department will continue to support Equity Teams and outreach and engagement efforts centering non-English speaking populations as part of our strategic goals to advance racial equity and inclusive outreach and engagement city-wide.
 - Information about how to contact the Language Access Office has been added to the Inclusive Outreach and Engagement workgroup resource intranet. This site is available to all city staff with responsibilities to plan and execute outreach and engagement plans or who are leading projects that involve outreach to the community.
 - DRE will continue to post informational posters informing LES persons in the languages required per our ordinance standards, offer information about their rights to language assistance, and how to file a complaint at Frank H. Ogawa Plaza 11th floor, Elevators exits East and West. Complaint forms and information materials are visibly posted in our floor and available to the public if needed.
 - Informational brochures about our department function and work in English, Chinese and Spanish about the department are available on our website.
 - DRE will also promote events and training and workshops via the City-wide engagement workgroup that supports city staff's skills to work with translators and interpreters and provide services to LEP populations in coordination with Training and Language Access.

Department of Race and Equity						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP	PCP_LANG
64111 - Race and Equity	1 Frank Ogawa Plaza	Executive Assistant to the Director	04-DEC-06		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Director of Race and Equity	17-OCT-16		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Program Analyst III	21-AUG-17		NO	Spanish
64111 - Race and Equity	1 Frank Ogawa Plaza	Management Intern, PT	02-APR-22	YES	NO	

Department Name: Violence Prevention
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Guillermo Cespedes, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Violence Prevention was submitted on June 17, 2022.

A handwritten signature in black ink, appearing to read "Guillermo Cespedes".

Guillermo Cespedes (Jun 17, 2022 15:42 PDT)

Guillermo Cespedes, Chief of Violence Prevention

PART I Certification Page 2022

Final Audit Report

2022-06-17

Created:	2022-06-17
By:	Angelina De Maria (ADeMaria@oaklandca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAA93QPCUT6Fs9Ie6UUuYrOvKgJ0PMqeFcu

"PART I Certification Page 2022" History

-  Document created by Angelina De Maria (ADeMaria@oaklandca.gov)
2022-06-17 - 10:40:39 PM GMT- IP address: 209.232.103.89
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2022-06-17 - 10:41:03 PM GMT
-  Email viewed by Guillermo Cespedes (gcespedes@oaklandca.gov)
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-  Document e-signed by Guillermo Cespedes (gcespedes@oaklandca.gov)
Signature Date: 2022-06-17 - 10:42:25 PM GMT - Time Source: server- IP address: 174.194.197.247
-  Agreement completed.
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Oakland

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Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Guillermo Cespedes	Mailee Wang	Mailee Wang
Title	Chief of Violence Prevention	Administrative Services Manager I	Administrative Services Manager I
Address	250 Frank H. Ogawa Plaza, Ste. 6300	250 Frank H. Ogawa Plaza, Ste. 6300	250 Frank H. Ogawa Plaza, Ste. 6300
Phone#	510-238-6385	510-238-6892	510-238-6892
Email	gcespedes@oaklandca.gov	mwang@oaklandca.gov	mwang@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	30.8		New Hires	14	
Public Contact Positions (PCP)	10	100%	New PCP Hires	8	100%
PCP With Spanish Language Skill	5	50 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	10 %	New PCP Hires with CH Skill	1	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
See attached org chart.	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Service Enrollment Form – Spanish and Cantonese	Yes	Yes	
Program Consent – Spanish and Cantonese	Yes	Yes	
Violence Prevention Service Flyers – Spanish and Cantonese	Yes	Yes	
Violence Prevention Brochure – Spanish and Cantonese	Yes	Yes	
Total # of vital documents reported =	4	4	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
The DVP has the following materials translated in Spanish and Cantonese: <ul style="list-style-type: none"> • Service Enrollment Form • Program Consent • Violence Prevention Service Flyers • Violence Prevention Brochure 	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
250 Frank H. Ogawa Plaza, Suite 6300, Reception Area	510-238-6385	Spanish and Mandarin translation set up

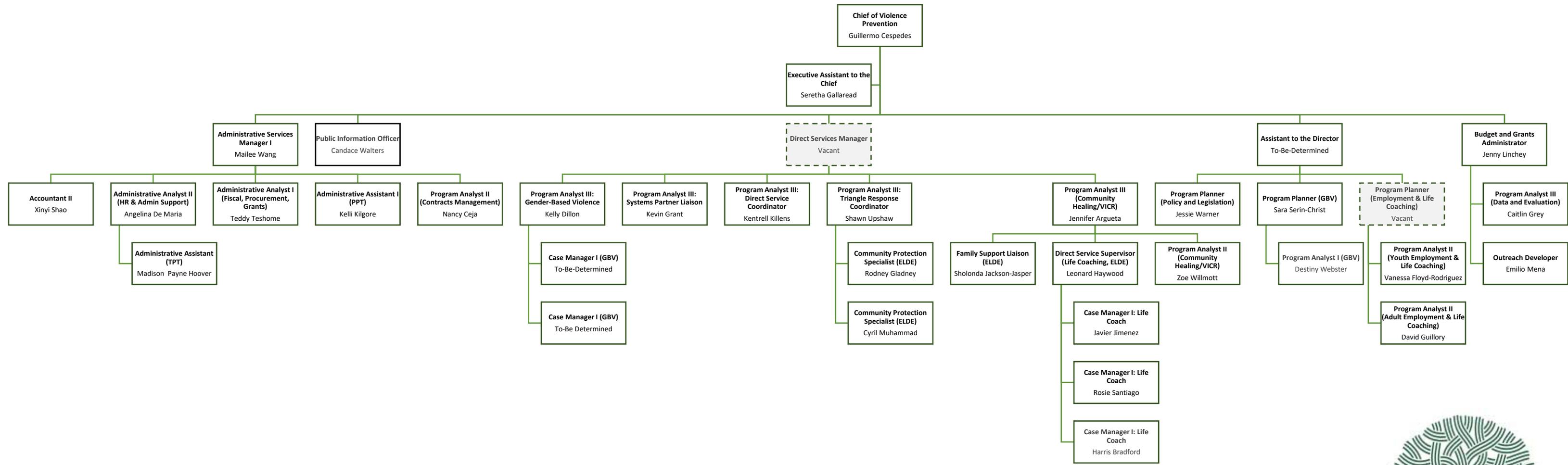
Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Describe department's effort in survey implementation: The DVP was in the process of moving offices and did not have our own reception area or main phone line until recently.	

ORGANIZATIONAL CHART – May 2022



Note: Vacant positions are in the process of being approved by the City of Oakland’s Human Resources and Budget Offices. To-Be-Determined indicates that the position has been approved but the hiring process is not complete.



III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: DVP

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
30.8	10	11%	5	Yes	5%	1	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2021.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

FY 21-22 is the first year for the DVP as a standalone Department. All violence prevention services, programming and staff were transferred from HSD to the DVP during FY 20-21. Data from last FY shows the priority population served by the DVP is approximately 75% African American, 23% Latinx and 2% other living in neighborhoods hit hardest by gun violence, sex trafficking, domestic violence and COVID infection. Staff closely reflect the population served with 45% who identify as African American, 19% Latinx, and 6% as Asian. While the Chinese community is not typically served by the DVP, the department has one staff person fluent in Mandarin to assist when the need arises.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

With 16% of DVP staff that are Spanish speaking and very little need for Chinese translation services, recruitments for bilingual candidates are not necessary.

3. Highlight positive changes, successes, and best practices.

- The DVP hosted a series of Town Halls this fiscal year that were mostly focused on GBV and family-systems for our network and system partners.
- Our promotional materials for our upcoming Town Nights events have been printed in Spanish, Cantonese and Vietnamese.
- As the DVP develops new communications materials we will work with the EAO for new translated materials.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access. The DVP has five Spanish speaking staff and one Mandarin speaking staff who are always willing to provide translation support when needed.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

The DVP has a new office space at 250 Frank Ogawa Plaza, 6th floor. The office space has translated signs in Spanish and Cantonese at the reception area.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The DVP has the following materials translated in Spanish and Cantonese:

- Service Enrollment Form – Spanish and Cantonese
- Program Consent – Spanish and Cantonese
- Violence Prevention Service Flyers – Spanish and Cantonese
- Violence Prevention Brochure – Spanish and Cantonese

3. Describe other materials the Department has provided in multiple languages?

Our family systems training manual was translated into Spanish in FY 20-21 and other outreach materials have been translated into Spanish, Cantonese and Vietnamese.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The DVP has a main phone number with voicemail, 510-238-6385. The voicemail has Spanish and Mandarin translation.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Event materials are translated into Spanish, Cantonese and Vietnamese for public facing staff to distribute during their outreach efforts.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The DVP has not received any access complaints to our knowledge.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

The DVP has recently hired a Public Information Officer to develop new communication materials and will continue to familiarize staff and leadership with requirements for fair and equal access, conduct a thorough review on compliance items, attend all necessary and appropriate trainings, and ensure that the DVP fulfills the mandated actions for compliance.

Department of Violence Prevention						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_P	BILINGUAL
70111 - Violence Prevent	250 Frank Ogawa Plaza	Accountant II	27-NOV-21	YES	YES	Mandarin
70111 - Violence Prevent	250 Frank Ogawa Plaza	Administrative Analyst II	26-NOV-12		NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Administrative Services Manager I	13-OCT-14		NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Budget & Grants Administrator	30-OCT-21	YES	NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Chief of Violence Prevention	23-SEP-19		YES	Spanish
70111 - Violence Prevent	250 Frank Ogawa Plaza	Executive Assistant to the Director	05-SEP-20		NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-May-22	YES	YES	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	19-MAR-22	YES	YES	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	19-FEB-22	YES	YES	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-DEC-21	YES	NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	18-SEP-21	YES	YES	Spanish
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-MAR-22	YES	YES	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-APR-21		NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Health & Human Services Program Planner	19-AUG-13		NO	
70111 - Violence Prevent	250 Frank Ogawa Plaza	Public Information Officer III	02-APR-22	YES	YES	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Administrative Assistant I, PT	16-APR-22	YES	NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Administrative Assistant I, PPT	11-SEP-13		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Administrative Analyst I, PT	14-May-22	YES	NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Case Manager I	10-FEB-14		YES	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	06-FEB-21		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	30-APR-22	YES	YES	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	30-APR-22	YES	YES	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Health & Human Services Program Planner	09-NOV-15		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Outreach Developer	21-SEP-09		YES	Spanish
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst I	20-OCT-08		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst II	22-AUG-20		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst II	08-AUG-20		YES	Spanish
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst II	15-JAN-18		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst II	24-JAN-11		YES	Spanish
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst II	07-DEC-15		NO	
70211 - Oakland Unite	250 Frank Ogawa Plaza	Program Analyst III	20-FEB-07		NO	

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, MARY M MAYBERRY, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for DEPARTMENT OF WORKPLACE AND EMPLOYMENT STANDARDS was submitted on JUNE 17, 2022.

Mary Mayberry

Mary Mayberry, Interim Director DWES
Type Name & Title

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: WORKPLACE AND EMPLOYMENT STANDARDS

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mary Mayberry	Mary Mayberry	Mary Mayberry
Title	Interim Director	Interim Director	Interim Director
Address	250 Frank Ogawa Plz Ste 3341	250 Frank Ogawa Plz Ste 3341	250 Frank Ogawa Plz Ste 3341
Phone#	(510) 238-7324	(510) 238-7324	(510) 238-7324
Email	mmaryberry@oaklandca.gov	mmaryberry@oaklandca.gov	mmaryberry@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	21		New Hires	5*	
Public Contact Positions (PCP)	11	100%	New PCP Hires	5	100%
PCP With Spanish Language Skill	2	18.1 %	New PCP Hires with SP Skill	-	%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	-	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Contract Compliance Officer	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Workplace & Employment Standards	
Compliance	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: the Contracting Unit and the Certification Unit were moved to Administration	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Minimum Wage Regulations	Y	Y	
Emergency Paid Sick Leave	Y	Y	
Right to Recall	Y	Y	
Living Wage Ordinance Update	Y	Y	
Total # of vital documents reported =	4	4	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Department Main Line	(510) 238-3970	pending

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Not applicable								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Describe department's effort in survey implementation:	

Department Name:
 Fiscal Year: FY2021-2022

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: DWES

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
21	11	4	2	PENDING	1	0	PENDING

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2021.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO). Efforts to comply with the EAO are on going. The Department is in the process of hiring several new PCP. We have requested that 2 are bilingual.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 When the requisitions were prepared, selective certification for bilingual candidates was included. Staff is making every effort to ensure that staff reflects diversity and inclusion of non English speaking individuals.

3. Highlight positive changes, successes, and best practices.
 Having Spanish speaking staff available has increased our capacity to provide services to a wider range of community stakeholders, as well as our ability to communicate our efforts in outreaching to non-English speaking potential candidates. Hiring additional bilingual staff will improve our ability to outreach to targeted BIPOC communities to provide information on the availability of City services, and aid citizens whose language barriers made it difficult to do business with the City. During the Shelter-in-Place caused by the COVID pandemic, every effort has been made to ensure that essential services are available to BIPOC communities while honoring COVID protocols.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services. . DWES has made every effort to ensure that documents required by the public are provided in Spanish, Chinese and Vietnamese, working closely with the Equal Access Office to ensure vital documents are translated into the requisite languages. Staff are on hand to provide translation services as needed for LES persons who need translation. In light of the fact that walk in clients and face-to-face interactions are prohibited at our location due to COVID protocols, we are working to ensure non English speaking clients' translation needs are met via telephone and telecommunication platforms.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted. Front desk, Department webpage

2. Describe the percentage of vital documents translated into threshold language(s). 80% What is the corrective action plan and timeline in getting the rest of the documents translated?

The department is currently working to estimate the funds needed to translate the other vital documents being used. We anticipate having these documents translated before the close of the fiscal year.

3. Describe other materials the Department has provided in multiple languages?

Emergency paid Sick Leave Poster	Spanish, Chinese, Vietnamese
Emergency Paid Leave Claim Form	Spanish, Chinese, Vietnamese
Right to Recall Poster	Spanish, Chinese, Vietnamese
Right to Recall Claim Form	Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Poster	Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Claim Form	Spanish, Chinese, Vietnamese
Measure Z poster	Spanish, Chinese, Vietnamese
Living Wage Flyer	Spanish, Chinese, Vietnamese

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines. In light of personnel changes currently underway and in an effort to address hybrid work schedules, the department is reassessing its messaging to address these two factors.

D. Assessment of Department Communication with LES Populations

Describe outreach efforts to communicate and engage LES populations. The predominance of our client outreach is to BIPOC communities. Every effort is made to provide materials in appropriate languages. Also, staff is on hand to provide translation services when needed while site visits are being conducted or in meetings with LES clients.

1. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). 0

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
DWES will continue to identify and employ initiatives to simplify access to City services for LES clients. Posting of outreach materials in areas frequented by LES individuals is on-going. We will engage with other departments with similar needs to determine and evaluate best practices that will enhance our capacity to provide services to LES persons who request assistance. We will continue to work closely with Equal Access and Human Resources to recruit and hire persons with other language skills for future vacancies as they arise.

Department of Employment and Workforce Standards						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_PO	PCP_LANG
67111 - Administrative Su	250 FRANK H. OGAWA PLAZA, 3	Administrative Services Manager I	17-FEB-98		NO	
67111 - Administrative Su	250 FRANK H. OGAWA PLAZA, 3	Business Analyst III	26-MAY-98		NO	
67111 - Administrative Su	250 FRANK H. OGAWA PLAZA, 3	Director of Workplace & Employment Stnd	11-MAY-98		NO	
67211 - Workplace Stand	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Officer	13-SEP-07		YES	Spanish
67211 - Workplace Stand	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Officer, Sr.	01-JUN-15		YES	Spanish
67211 - Workplace Stand	250 FRANK H. OGAWA PLAZA, 3	Employment Services Supervisor	13-SEP-04		YES	
67211 - Workplace Stand	250 FRANK H. OGAWA PLAZA, 3	Job Developer	31-AUG-87		YES	
67311 - Contracts	250 FRANK H. OGAWA PLAZA, 3	Administrative Analyst II				
67311 - Contracts	250 FRANK H. OGAWA PLAZA, 3	Administrative Analyst II	06-NOV-06		YES	Cambodian
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Field Technician	17-AUG-15		YES	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Officer	12-MAY-98		YES	Cambodian
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Officer, Assistant	22-JAN-08		YES	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Officer, Sr.	08-OCT-91		YES	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3	Contract Compliance Supervisor	06-OCT-86		YES	

Department Name: Economic and Workforce Development Department
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Alexa Jeffress, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Economic and Workforce Development Department was submitted on June 15, 2022.

A handwritten signature in blue ink, appearing to read "Alexa Jeffress", written over a horizontal line.

Alexa Jeffress, EWDD Director

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Economic and Workforce Development

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Alexa Jeffress	Gladylen Flores	Gladylen Flores
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-3653	(510) 238-3852	(510) 238-3852
Email	AJeffress@oaklandca.gov	GFlores@oaklandca.gov	GFlores@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	57.70		New Hires	5	
Public Contact Positions (PCP)	12	20.80%	New PCP Hires	0	0%
PCP With Spanish Language Skill	4	33.33%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	8.33 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Urban Economic Analyst II – in queue for recruitment assignment	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	Workforce Development
Business Development (Economic Development)	Special Activities
Cultural Affairs	
Oakland Army Base Redevelopment	
Public/Private Development (Project Implementation)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Special Activities moved from the CAO to EWDD, effective July 1, 2021.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
ADA Guide for Small Businesses	Yes	Yes	
BRT BAF Quarterly Reporting	Yes	Yes	Vietnamese, Arabic
Business Update emails (45 issues)	Yes	Yes	Vietnamese, Arabic
Community Pledge	Yes	Yes	Vietnamese, Arabic, Korean, Tagalog, Khmer
Customers Satisfaction Survey	Yes	Yes	Vietnamese, Arabic, Korean
EIDL workshop flyer	Yes	Yes	Vietnamese
Free Online Courses Help You Prepare to Get Back to Work	Yes	Yes	
Fruitvale and Chinatown BID documents	Yes	Yes	
Holiday Think Oakland First animation digital ad	Yes	Yes	Vietnamese
Holiday Think Oakland First display ads	Yes	Yes	
Metrix Learning Gamefication flyer	Yes		
Neighborhood Business Assistance program	Yes	Yes	Vietnamese, Arabic, Korean
Remote BAC program	Yes	Yes	Vietnamese, Arabic, Korean
Small Business Week	Yes	Yes	Vietnamese
Total # of vital documents reported = 58			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Economic Development, 250 Frank H. Ogawa Plaza, Oakland CA	510-238-3627	In Compliance

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Not Applicable								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: The paper survey and QR code were made available to the public in the EWDD/Special Activity counter and the 250 Frank H Ogawa Plaza, 4 th Floor, for those who visited the Real Estate Division. Paper surveys were also distributed through the mobile Business Assistance Center and by the Municipal Code Enforcement Officers when they visited businesses and vendors. In addition, the QR code/link was included in the Business Update emails distributed weekly.	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
57.70	12	1.3	4	YES	0.60	1	YES

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Economic & Workforce Development Department (EWDD) strives to inform the public of all the rapid changing events that affects the Oakland community and business. Because of continuous effect of the COVID-19, small businesses are still being greatly affected. As the economy continuous to recover, the Business Development Division (Biz Dev) posts Business Updates every week, with information translated to Spanish, Chinese, Vietnamese and Arabic.

Our customers satisfaction survey to gather data directly from businesses was launched in 5 languages.

Flyers for Free Online Courses from the Workforce Development Division were produced in English and Spanish, including the Metrix Learning Gamefication flyer which was produced in Spanish.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

In order to encourage a pool of qualified bilingual applicants, all job postings are advertised to LES communities to increase participation of bilingual applicants in competitive recruitments.

EWDD continues to update internal list of bilingual staff, both City-certified and self-identified bilingual employees. A self-identified Spanish-bilingual staff was hired in the middle of this fiscal year and another staff hired transferred from a different department has tested for bilingual proficiency. In addition, with Special Activity Division moving from CAO to EWDD, we have two additional City-certified Spanish-bilingual staff.

EWDD is working with HRM to recruit for a bilingual Urban Economic Analyst II in Business Development Division.

3. Highlight positive changes, successes, and best practices.

To better reach communities that are traditionally underserved, EWDD engaged community partners capable of providing culturally and linguistically appropriate support to non-English speakers.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In addition to the City's new website offering information in multiple languages via an embedded Google Translate, the City has proactively pushed out information on the latest support and grant programs through frequent business update emails to 8,500 recipients. The content of these emails is provided in Arabic, Chinese, Spanish and Vietnamese, in addition to English. Since July 2021, 43 update emails have been sent.

To promote the new Metrix online learning platform that helps Oaklanders gain skills to advance their careers or find a new job, we produced flyers in English, Chinese and Spanish. The platform allows 24/7 access to more than 5,000 classes in multiple languages.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Business Development, Army Base, Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce. EWD continues to work closely with the Equal Access Program to better provide online translation of materials, especially information on the CARES Act funding. EWD's locations where these notices are posted are almost all shared with other departments and include:

- 250 Frank H. Ogawa Plaza, 3rd Floor (Business Development and Workforce)
- 250 Frank H. Ogawa Plaza, 4th Floor (Real Estate Asset Management)
- 250 Frank H. Ogawa Plaza, 5th Floor (Public/Private Development)
- 1 Frank H. Ogawa Plaza, 1st Floor (Special Activity Permits)
- 1 Frank H. Ogawa Plaza, 9th Floor (Cultural Affairs / Special Events / Film)
- 1 Frank H. Ogawa Plaza, 11th Floor (Oakland Army Base)

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All vital documents in EWD are translated into the threshold languages, and frequently Vietnamese as well. A few documents were translated in Arabic and Korean as well. These translated vital documents are provided as handouts at various events, as well as being made available on the City website.

3. Describe other materials the Department has provided in multiple languages?

Not applicable.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
The Business Development's main line offers multilingual interpretation: 510-238-7952.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

All outreach material requiring translation from English to Spanish and Chinese is evaluated by Equal Access to ensure compliance.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

EWDD received one language access complaint regarding the Chinatown Community Benefit District Voting Ballot. EWDD reviewed and responded to the complaint through the City's Equal Access Office, providing the Notice/Instructions – English, Sample Ballot, Call Log and

Department Name: Economic & Workforce Development
Fiscal Year: FY2021-2022

Email Transmittal Notice/Instructions to Chinatown Chamber of Commerce with Chinese and Spanish translations.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
EWDD plans to continue collaborating with Equal Access on all printed documents for program work, in addition to providing bilingual/translated materials for handouts, workshops, clinics, and presentations. On-site translation services will continue to be provided as needed through the phone line 510-238-7952.

Economic & Workforce Development						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP_LANG_1
85111 - Admin: Economic & Wo	250 FRANK H. OGAWA PLAZA, SUITE 531	Administrative Services Manager II	07-NOV-05		NO	Chinese
85111 - Admin: Economic & Wo	250 FRANK H. OGAWA PLAZA, SUITE 531	Director of Economic & Workforce Dev	20-APR-19		NO	
85111 - Admin: Economic & Wo	250 FRANK H. OGAWA PLAZA, SUITE 531	Executive Assistant to the Director	26-FEB-18		NO	
85111 - Admin: Economic & Wo	250 FRANK H. OGAWA PLAZA, SUITE 531	Management Assistant	10-APR-06		NO	Tagalog/Filipino
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Administrative Analyst II	20-APR-19		NO	Spanish
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Assistant I	09-APR-01		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Development/Redevelop. Program Mar	30-APR-90		NO	Spanish
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Development/Redevelop. Program Mar	24-APR-89		NO	German
85221 - Project Implementation	ONE Frank Ogawa Plaza, 9th Floor	Project Manager III	04-MAR-13		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Temp Contract Svcs Employee, PT	02-NOV-19		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Analyst II	23-SEP-17		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst III	20-SEP-00		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Analyst III (PPT)	10-APR-17		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Analyst IV, Projects	12-JUN-21		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Analyst IV, Projects	01-MAR-05		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Analyst IV, Projects	27-OCT-88		NO	
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Coordinator	24-NOV-14		NO	Spanish
85221 - Project Implementation	250 FRANK H. OGAWA PLAZA, SUITE 531	Urban Economic Coordinator	11-FEB-08		NO	
85231 - Real Estate	250 Frank Ogawa Plaza, 4th Floor	Manager, Real Property Asset	11-JAN-20		NO	
85231 - Real Estate	250 Frank Ogawa Plaza, 4th Floor	Real Estate Agent	15-JUN-19		NO	
85231 - Real Estate	250 Frank Ogawa Plaza, 4th Floor	Real Estate Agent	10-OCT-16		Yes	Chinese/Spanish
85231 - Real Estate	250 Frank Ogawa Plaza, 4th Floor	Real Estate Agent	06-JAN-14		NO	Vietnamese
85244 - Oakland Army Base Red	ONE Frank Ogawa Plaza, 11th Floor	Project Manager II	27-JUL-98		NO	
85311 - Workforce Developmen	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst II	21-AUG-21	YES	NO	
85311 - Workforce Developmen	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst III	30-JUL-12		NO	
85311 - Workforce Developmen	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst III	15-MAR-10		NO	
85311 - Workforce Developmen	250 FRANK H. OGAWA PLAZA, 3RD FL	Project Manager III	19-FEB-22	YES	NO	Spanish
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director, Econ/Workforce Dev	20-OCT-18		NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Marketing Program Coordinator	04-AUG-03		Yes	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst II	05-SEP-20		NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst III	02-OCT-21	YES	NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst III	15-JUL-17		NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD FL	Urban Economic Analyst III	01-MAY-06		NO	
85511 - Cultural Arts & Marketin	ONE Frank Ogawa Plaza, 9th Floor	Program Analyst I	17-NOV-18		Yes	Hindi
85511 - Cultural Arts & Marketin	ONE Frank Ogawa Plaza, 9th Floor	Program Analyst II	14-NOV-20		Yes	Spanish
85511 - Cultural Arts & Marketin	ONE Frank Ogawa Plaza, 9th Floor	Special Events Coordinator	13-NOV-01		Yes	

85511 - Cultural Arts & Marketin	ONE Frank Ogawa Plaza, 9th Floor	Temp Contract Svcs Employee, PT	22-JAN-22	YES	NO	
85521 - Public Art	ONE Frank Ogawa Plaza, 9th Floor	Manager, Cultural Affairs	12-SEP-16		Yes	Spanish
85521 - Public Art	ONE Frank Ogawa Plaza, 9th Floor	Program Analyst III	27-JUN-05		Yes	
85611 - Special Activities	ONE Frank Ogawa Plaza, 11th Floor	Assistant to the City Administrator	07-JAN-13		No	Portuguese
85611 - Special Activities	ONE Frank Ogawa Plaza, 11th Floor	City Administrator Analyst	17-OCT-20		Yes	
85611 - Special Activities	ONE Frank Ogawa Plaza, 11th Floor	City Administrator Analyst	02-DEC-08		Yes	
85611 - Special Activities	ONE Frank Ogawa Plaza, 1st Floor	Exempt Limited Duration Employee	11-DEC-21	YES	Yes	
85611 - Special Activities	250 FRANK H. OGAWA PLAZA, 3RD FL	Municipal Code Enforcement Officer	21-MAY-18		Yes	Spanish
85611 - Special Activities	250 FRANK H. OGAWA PLAZA, 3RD FL	Municipal Code Enforcement Officer	21-MAR-11		Yes	Spanish

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Erin Roseman, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance Department was submitted on June 17, 2022.

A handwritten signature in black ink, appearing to read "Erin Roseman".

Erin Roseman, Director of Finance

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Finance

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Erin Roseman	Sarah Herbelin	Sarah Herbelin
Title	Director	Assistant to the Director	Assistant to the Director
Address	150 Frank H. Ogawa Plaza, Suite 5215	150 Frank H. Ogawa Plaza, Suite 5215	150 Frank H. Ogawa Plaza, Suite 5215
Phone#	510-238-2220	510-238-4491	510-238-4491
Email	eroseman@oaklandca.gov	seherbelin@oaklandca.gov	seherbelin@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	126		New Hires	14	
Public Contact Positions (PCP)	48	100%	New PCP Hires	6	100%
PCP With Spanish Language Skill	9	18.8%	New PCP Hires with SP Skill	1	16.7%
PCP With Chinese Language Skill	4	8.3%	New PCP Hires with CH Skill	1	16.7%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Department	Finance
Bureaus	Revenue Management, Controller, Budget, Treasury, Payroll, Finance Administration
Revenue Management Units	Audit, Admin, Business Tax, Citywide Collections, Citywide Liens, Tax Compliance

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Parking Meter Collections and Parking Citation Assistance Center were both moved to DOT. Effective date was 7/1/2021, but the move took some time. Payroll moved into the Finance Administration unit.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Business Tax	SP= 1 CH = 1	SP= 3 CH = 2
Revenue Collections	SP= 1 CH = 1	SP= 1 CH = 0
Citywide Liens	SP= 1 CH = 1	SP= 0 CH = 0

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Property Tax Special Assessment Exemption Forms	Yes	Yes	
Request for Ability to Pay Determination for Parking Payment Plans	Yes	Yes	
Revenue Administration Sign-In Sheet	Yes	Yes	
Rental Renewal Instructions	Yes	Yes	
Business Tax Renewal Instructions	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	Vietnamese
Mandatory Garbage Service Quarterly Subscription Notice	Yes	Yes	
Lien Demand Request Form	Yes	Yes	
Vacant Property Tax Petition of Vacancy	Yes	Yes	Vietnamese
Vacant Property Tax Request for Refund Application	Yes	Yes	Vietnamese

Table 4A Vital Documents List (Cont)			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Request for Business Tax Refund*	Sent for translation	Sent for translation	
Refund Request: Real Property Transfer Tax*	Sent for translation	Sent for translation	
RAP Refund Request Form*	Sent for translation	Sent for translation	
Residential Landlord Business Tax Refund Form*	Sent for translation	Sent for translation	
Cannabis Tax Rebate Application*	Sent for translation	Sent for translation	
Revenue Units have instructional brochures and information flyers on website	Yes	Yes	Vietnamese
Front door notice of walk-in hours for building 150	Yes	Yes	
Note: Parking Citation Assistance Center moved to DOT in 2021-22			
Total # of vital documents reported = 17			
<i>*Translation Completed 6/30/2022</i>			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: Five vital documents identified above have been sent for translation and will be posted on the website when translated versions are received.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Mandatory Garbage	510-238-7474	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: From 4/18/22 to 4/29/22 staff added the link to the on-line survey to outgoing e-mails, posted the flyer with the survey link in the Revenue Administration and Business Tax lobbies, and provided paper surveys for walk-in customers. Offices were open by appointment only during this time period. The Business Tax office received 3 paper responses, two in Spanish and one in Chinese and a few on-line surveys were received.	

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Finance

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
126	48	11%	9	Yes	5%	4	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Finance Department meets the percentage requirements of Equal Access Ordinance (EAO). It has enough bilingual (Chinese and Spanish) speaking employees to provide services to Limited English Speaking (LES) persons during regular business hours. We continue to strive to provide the necessary services to all members of the community including the LES community. Additionally, we have a VRI (Virtual Remote Interpreter) for people who need assistance in American Sign Language.

The Finance Department displays the language access notice in public access areas and has the I-Speak cards available as needed and uses internal staff and the over the phone interpreting as needed.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Finance Department uses Human Resources Management (HRM) Department data to determine if there is to be a selective certification recruitment for positions with bilingual requirements. As a department, we ensure that we meet the bilingual PCP goal set by the Equal Access Ordinance. The Finance Department confers with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes.

3. Highlight positive changes, successes, and best practices.

The webpage chat function doesn't support google translate so staff are instructed to ask for a phone number and call customers who appear to have a language barrier using the chat function.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Notices are posted regarding interpretation services available to various LES populations at visible locations in our offices. This provides awareness of the services available to the LES communities within the department. In addition, phone calls are routed to appropriate bilingual staff for assistance.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

The Finance Department –Revenue Management Bureau has posted the notices that are required by the Equal Access Office in the following locations of its units:

- At our customer service lobby in 150 Frank H. Ogawa Plaza, Suite 5342.

- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Finance Director's office 150 Frank H. Ogawa Plaza, Suite 5215.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Revenue Management Bureau has translated about 70% of its vital documents into threshold languages (Chinese and Spanish). Some forms are additionally translated into Vietnamese. The final five vital documents have been sent for translation and will be posted on the website soon. Webpages, including the City's tax registration and payment page, <https://tss.oaklandnet.com/>, can be translated using Google Translate.

3. Describe other materials the Department has provided in multiple languages?
Brochures in the Business Tax office and Revenue Assistance are translated.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

We have multilingual telephone messages in threshold languages available for the mandatory garbage phone line. We no longer offer the Spanish/Cantonese option in the phone greeting since the selection of the language lead to a voicemail. ITD suggested we make the greeting as simple as possible and when customers speak with a representative, they can be connected with someone who speaks their language or over-the-phone interpreting can be utilized.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The Finance Department has sufficient certified bilingual staff to provide translation services to the LES community during business hours. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Finance Department did not receive any complaints this year. The Finance Department is utilizing its current certified bilingual staff to facilitate outreach and communication with LES population.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

Continue communication with the Equal Access Office for any updated /new information.

Maintain a high number of staff that are certified for Tier II bilingual services.

Continue identifying and translating additional documents into threshold languages to enhance our services to the LES community.

ORG	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_1	PCP_LANG_1
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Account Clerk III	15-DEC-18		NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Accountant I	02-FEB-15		NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Assistant to the Director	20-JUN-16	YES	NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Director of Finance	17-APR-21		NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	24-JUL-21	YES	NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	28-JUL-08		NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Manager, Finance	21-AUG-21	YES	NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	06-MAR-21		NO	
08111 - Finance and Management: Admin	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	01-FEB-20		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Operations Tech, Senior	30-MAY-20		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Operations Tech, Senior	22-MAY-89		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Operations Technician	28-DEC-19		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Operations Technician	30-OCT-21	YES	NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Operations Technician	30-OCT-21	YES	NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Systems Analyst, Senior	14-JUN-10		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Systems Analyst, Senior	13-AUG-90		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Human Resource Systems Analyst, Supv	20-NOV-06		NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Payroll Personnel Clerk III	27-NOV-21	YES	NO	
08121 - Finance and Management: Payrol	150 FRANK H. OGAWA PLAZA, S	Temp Contract Svcs Employee, PT	08-DEC-21	YES	NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Accounting Analyst, Principal	16-MAY-20		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Accounting Supervisor	04-DEC-06		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Administrative Analyst I	27-JUL-15		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Controller	22-SEP-18		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Controller, Assistant	25-JUL-20		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Project Manager II	24-APR-17		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Systems Accountant III	04-DEC-06		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	15-SEP-86		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	10-OCT-05		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	22-SEP-01		NO	Chinese
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	01-DEC-09		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	01-AUG-05		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	25-APR-16		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	29-JUN-19		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	10-APR-06		NO	Spanish
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	06-FEB-21		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	04-SEP-90		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	11-AUG-18		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	16-NOV-09		NO	Chinese
08241 - Payables	150 Frank H. Ogawa Plaza	Business Analyst I	11-JUL-18		NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper II	30-MAR-91		NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper III	20-MAR-89		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Buyer	17-JUN-19		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Buyer	10-APR-17		NO	

08243 - Purchasing	150 Frank H Ogawa Plaza	Buyer	10-DEC-12		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Buyer	12-JAN-19		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Buyer, Senior	05-JUN-17		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Purchasing Supervisor	05-SEP-01		NO	
08243 - Purchasing	150 Frank H Ogawa Plaza	Temp Contract Svcs Employee, PT	18-JUN-18		NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Accountant II	19-SEP-19		NO	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Business Analyst I	20-NOV-17		NO	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Business Analyst II	05-OCT-19		NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Business Analyst II	15-JUN-19		NO	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Revenue & Tax Administrator, Assistant	10-AUG-19		NO	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Revenue Analyst, Principal	22-DEC-14		NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Revenue Analyst, Principal	31-MAY-11		NO	
08411 - Revenue Administration Unit	1 Frank Ogawa Plaza	Account Clerk II	13-OCT-14		YES	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Account Clerk II	13-NOV-21	YES	YES	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Account Clerk III	22-FEB-20	YES	YES	
08411 - Revenue Administration Unit	150 Frank H Ogawa Plaza, 5th Fl	Management Assistant	03-JAN-05		YES	Spanish
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Revenue Assistant	02-APR-12		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	11-SEP-90		YES	
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Revenue Operations Supervisor	05-NOV-07		YES	Chinese
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Auditor I	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Auditor I	20-APR-19		YES	
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Auditor I	31-OCT-20		YES	Spanish
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Auditor II	27-AUG-18		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	09-APR-18		YES	Chinese
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	13-JUN-11		YES	
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Auditor II	16-NOV-19		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	27-SEP-04		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	06-JUN-16		YES	Spanish
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99		YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	22-NOV-99		YES	Spanish
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	29-OCT-01		YES	
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	30-DEC-02		YES	
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02		YES	Korean
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Cashier	02-APR-22	YES	YES	Chinese
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	Revenue Assistant	29-SEP-97	YES	YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Revenue Assistant	29-JUN-19		YES	
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Revenue Assistant	07-JAN-19		YES	Chinese
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06		YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02		YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	02-JUN-97		YES	
08431 - Business License Tax Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Enforcement Officer II	05-JUL-16		YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	11-FEB-02		YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	09-OCT-17		YES	Spanish

08441 - Revenue Collections Unit	150 Frank H Ogawa Plaza, 5th Fl	Cashier	05-MAR-22	YES	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	05-NOV-94		YES	Spanish
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	30-DEC-02		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	29-SEP-97		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	06-DEC-04		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	25-APR-05		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	26-OCT-15	YES	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	23-MAR-83		YES	
08441 - Revenue Collections Unit	150 Frank H Ogawa Plaza, 5th Fl	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	09-JUN-89		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	28-JUN-93		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	28-JAN-02		YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	24-JUL-95		YES	
08441 - Revenue Collections Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	10-JUL-06		YES	
08441 - Revenue Collections Unit	150 Frank H Ogawa Plaza, 5th Fl	Tax Enforcement Officer II	12-OCT-15		YES	
08711 - Treasury Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant II	11-JUL-20		NO	
08711 - Treasury Administration Unit	150 Frank Ogawa Plaza	Treasury Administrator	05-OCT-98		NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Business Analyst IV	29-AUG-05		NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Financial Analyst, Principal	27-OCT-14		NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Investment & Operations Manager	10-OCT-05		NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Treasury Administrator, Asst	19-FEB-08		NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Treasury Analyst II	07-DEC-15		NO	
08731 - Treasury Cashiering Unit	150 Frank Ogawa Plaza	Cashier	21-MAR-20		NO	
08751 - Retirement	150 Frank H. Ogawa Plaza	Accountant III	19-JAN-16		NO	
08751 - Retirement	150 Frank Ogawa Plaza	Administrative Assistant II	31-AUG-13		NO	
08751 - Retirement	150 Frank Ogawa Plaza	Benefits Representative	08-FEB-11		NO	
08751 - Retirement	150 Frank Ogawa Plaza	Investment & Operations Manager	25-APR-05		NO	
08751 - Retirement	150 Frank Ogawa Plaza	Retirement Systems Accountant	27-JAN-06		NO	Spanish
08751 - Retirement	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	19-MAR-22	YES	NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst	02-FEB-13		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst	14-APR-14		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst, Senior	25-JUL-20		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst, Senior	26-JUL-10		NO	Spanish
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst, Senior	06-APR-09		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget & Management Analyst, Senior	26-NOV-12		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget Administrator	15-SEP-10		NO	
08811 - Budget Unit	150 FRANK H. OGAWA PLAZA, S	Budget Administrator, Assistant	30-OCT-06		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Business Analyst IV	10-MAR-14		NO	

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, REGINALD D. FREEMAN, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for FIRE DEPARTMENT was submitted on August 5, 2022.

A handwritten signature in black ink that reads "Reginald D. Freeman".

Dr. Reginald D. Freeman, Fire Chief

Vital Documents List		Spanish	Chinese
FIRE	911 Register Form	YES	YES
FIRE	Administration Welcome	YES	YES
FIRE	Carbon Monoxide	YES	YES
FIRE	City Line Brochure	YES	YES
FIRE	Citywide Exercise Flyer Template (Annual Event)	YES	YES
FIRE	Class Completion Record	YES	YES
FIRE	Class Registration	YES	YES
FIRE	CORE I Manual	YES	YES
FIRE	CORE I Participant Evaluation	YES	YES
FIRE	CORE I Recruiter Flyer	YES	YES
FIRE	CORE II Manual	YES	YES
FIRE	CORE II Participant Evaluation	YES	YES
FIRE	CORE II Recruiter Flyer	YES	YES
FIRE	CORE III A Manual (CORE I)	YES	YES
FIRE	CORE III B Manual (CORE II)	YES	YES
FIRE	CORE III C Manual (CORE III)	YES	YES
FIRE	CORE III Recruiter Flyer	YES	YES
FIRE	CORE Public Class Schedule (Published Quarterly) <small>Trilingual information provided through recorded messages on hotline.</small>	YES	YES
FIRE	Disaster Supplies Calendar	YES	YES
FIRE	Emergency Help for Seniors	YES	YES
FIRE	Emergency Preparedness	YES	YES
FIRE	Emergency Procedures - Fire (Senior Residential Building)	YES	YES
FIRE	Emergency Supply List	YES	YES
FIRE	Evacuation Map Requirements	YES	YES
FIRE	False Alarm Billing Appeal Form - Fire Alarm	YES	YES
FIRE	Fire Extinguisher	YES	YES
FIRE	Fire Safety for Pre-School	YES	YES
FIRE	Fire Safety for Seniors	YES	YES
FIRE	Illegal Fireworks Flyer	YES	YES
FIRE	Incident Command Post Sep Up	YES	YES
FIRE	Instructions for the Neighborhood Incident Commander	YES	YES
FIRE	Join CORE Request CORE Class	YES	YES
FIRE	Kitchen Fire Prevention	YES	YES
FIRE	Language Line Solutions	YES	YES
FIRE	Neighbors Helping Neighbors	YES	YES
FIRE	Office Fire Safety	YES	YES
FIRE	Putting Down Roots in Earthquake Country	YES	YES
FIRE	Residential and Commercial Property Resource Guide	YES	YES
FIRE	Safe Housing Inspection Program Brochure	YES	YES
FIRE	Testing of Outdoor Sirens Flyer	YES	YES
FIRE	Testing of Outdoor Sirens Mailer	YES	YES
FIRE	Top 10 Things you Can Do to Prepare for a Disaster	YES	YES
FIRE	Volunteer Opportunity	YES	YES
FIRE	Working Smoke Alarms Save Lives	YES	YES
FIRE	Your Family Disaster Plan	YES	YES

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Fire Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Reginald D. Freeman	Michael Hunt	Sonia Lara
Title	Fire Chief	Assistant to the Director	Fire Dept. Personnel Officer
Address	150 FHOP, Suite 3354	150 FHOP, Suite 3354	150 FHOP, Suite 3354
Phone#	510-238-4052		510-238-7803
Email	RFreeman2@oaklandca.gov	mhunt@oaklandca.gov	slara@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	561		New Hires	38	
Public Contact Positions (PCP)	487	100%	New PCP Hires	31	100%
PCP With Spanish Language Skill	60	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	10	%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Fire Chief's Office	Emergency Services Management Division
Field Operations Bureau (includes Training Division)	Medical Services Division
Support Services Bureau	
Fire Prevention Bureau	
Fiscal and Administrative Division	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	
The MACRO (Mobile Assistance Community Responders of Oakland) program was launched on April 9, 2022 and is housed in the Emergency Medical Services Division.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
SEE ATTACHMENT 1			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Fire Administration	510-238-3856	Completed
Fire Prevention Bureau – Reception	510-238-3851	Completed
Fire Prevention Bureau - Arson	510-238-4031	Completed
Fire Prevention Bureau - Vegetation Management	510-238-7388	Completed
Office of Emergency Services – CORE	510-238-6351	Completed
Office of Emergency Services	510-238-3938	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	26	2	7	0	0
Station 2	47 Clay Street	94607	238-6957	12	2	16	1	8
Station 3	1445 14th Street	94607	444-6042	26	5	19	0	0
Station 4	1235 International Blvd	94606	500-3995	26	4	15	1	3
Station 5	934 34th Street	94608	654-6122	11	1	9	0	0
Station 6	7080 Colton Blvd	94611	735-9052	10	0	0	1	10
Station 7	1006 Amto Avenue	94605	649-7925	10	0	0	0	0
Station 8	463 51st Street	94609	547-8878	26	2	7	0	0
Station 10	172 Santa Clara Avenue	94610	601-7170	11	1	9	0	0
Station 12	822 Alice St, Oakland, CA	94607	893-4454	12	2	16	0	0
Station 13	1225 Derby Avenue	94601	533-8480	29	4	13	0	0
Station 15	455 27th Street	94612	451-4789	12	1	8	0	0
Station 17	3344 High Street	94619	532-5173	12	2	16	1	8
Station 18	5008 Bancroft Avenue	94601	479-7598	24	5	20	2	8
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	2	8	0	0
Station 21	13150 Skyline Boulevard	94619	635-7390	11	2	18	0	0
Station 22	751 Air Cargo Way	94621	635-8629	11	2	18	0	0
Station 23	7100 Foothill Blvd	94605	382-0763	12	3	27	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	11	1	9	0	0
Station 25	2795 Butters Drive	94602	531-1927	11	1	9	0	0
Station 26	2611 98th Avenue	94603	553-9118	12	0	0	0	0
Station 27	8501 Pardee Drive	94621	635-6792	10	0	0	1	10
Station 28	4615 Grass Valley Road	94621	569-3445	11	0	0	1	9
Station 29	1016 66th Avenue	94621	562-2852	12	0	0	0	0
Route								
Total				384	42		8	

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Department Name: Fire Department
Fiscal Year: FY2021-2022

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: It was placed in our two (2) front counters however, with many services being online the public did not show up for the 3 to 4 weeks the survey was placed at our front counters.	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
561	487	53	60	Yes	24	10	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

In Fiscal Year (FY) 2021-2022, the Oakland Fire Department (OFD) had a total of 561 authorized Full Time Equivalent (FTE) positions. As of June 1, 2022, 561 positions were filled. Of the filled positions, 487 positions were Public Contact Positions (PCP).

The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 11% or 53 positions; and for Chinese speaking was 5% or 24 positions. OFD had a total of 60 Spanish speaking and 10 Chinese speaking employees in BPCP during the FY. OFD continued to exceed the goal for Spanish PCP.

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD had one hundred (100) city-certified and self-identified employees who speak the threshold languages: 51 speak Spanish and 10 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog and Vietnamese.

Efforts made to maintain and further achieve compliance with the EAO included:

- (1) placing Equal Access brochures at public counters;
- (2) utilizing over-the-phone interpretation services;
- (3) making bilingual language notation in Telestaff, the department's public safety staffing software;
- (4) publishing a list of BPCP and non-PCP staff who speak the threshold languages;
- (5) utilizing non-PCP staff that can translate and/or interpret languages other than English;
- (6) referring service needs to the Equal Access Unit when OFD did not have the capability to serve;
- (7) including in our outreach efforts advertising in Spanish and Chinese media;
- (8) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

This year with COVID-19 the Department's recruitment of bilingual applicants continues to be identified in recruitment advertisements, and in city job announcements.

3. Highlight positive changes, successes, and best practices.

This year with COVID-19 we virtually hosted educational and outreach programs such as Fire Safety Training, Fire Safety Information for Youth, and CORE (Communities of Oakland Respond to Emergencies) Training. CORE curriculum was available in English, Spanish and Chinese.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

This year with COVID-19 our buildings were closed, however, OFD front reception desks maintained the Equal Access Unit forms that include a list of interpretive services available in 20 languages, instructions for using a language line, information on communicating effectively through an interpreter, and a language access complaint form. OFD maintained a standing contract with an outside vendor to provide translation services for 911 emergency calls.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

(1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612 – buildings opened in hybrid schedule due to COVID-19

(2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612 – buildings opened in hybrid schedule due to COVID-19

The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

In Fiscal Year 2021-2022, OFD was at 100% with vital documents translated to Spanish and Chinese.

3. Describe other materials the Department has provided in multiple languages?

The Oakland Fire Department has all its materials in Spanish and Chinese.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OFD is 100% EAO compliant on all six (6) public phone lines (see Part II, Table 5).

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

With COVID-19 our buildings were/are closed for the public and public events were cancelled. However, the information is made available at both OFD public reception counters, at public events, and at community virtual meetings.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

None.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

OFD will continue utilize bilingual staff and over-the-phone interpretation services to ensure all residents have equal access to services. OFD will continue posting recruitment ads in local newspapers that specifically announce we bilingual applicants are highly desired.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW_HIR	PCP_POSI	BILINGUAL
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Chief of Fire	17-MAY-21		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	02-MAR-15		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Executive Assistant to the Director	25-JAN-21		NO	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06		NO	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Battalion Chief	30-NOV-98		NO	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Fire Communications Supervisor	06-JUN-16		NO	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Fire Communications Manager	05-FEB-22	YES	NO	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Fire Communications Supervisor	07-JAN-08		YES	
20241 - Fire Communications	1603 Martin Luther King Jr Way	Fire Communications Supervisor	03-DEC-16		NO	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	06-APR-19		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-APR-22	YES	YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	14-JAN-02		YES	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-SEP-21	YES	YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-SEP-21	YES	YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	09-OCT-06		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-APR-22	YES	YES	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06		YES	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-MAY-20		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-NOV-12		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	05-NOV-05		YES	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-20		YES	Spanish
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	21-SEP-19		YES	Chinese
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-MAR-18		YES	
20251 - Communications Eme	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-SEP-21	YES	YES	
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22	YES	NO	
20311 - Fire Marshals Office U	PWA FISCAL	Fire Safety Education Coordinator	06-JUL-04		YES	
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Office Assistant II	17-OCT-20		NO	
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Administrative Services Manager I	06-MAR-89		NO	
20311 - Fire Marshals Office U	PWA FISCAL	Administrative Assistant I	26-DEC-20		NO	Spanish
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22	YES	NO	Chinese
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-JUL-12		NO	Spanish
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Administrative Assistant II	13-NOV-06		NO	
20311 - Fire Marshals Office U	1 Frank Ogawa Plaza	Administrative Analyst II	01-DEC-87		NO	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Business Analyst II	23-AUG-21	YES	NO	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspection Supervisor	20-JUL-15		NO	
20331 - Inspectional Services	PWA FISCAL	Fire Inspector (Civilian)	23-JAN-21		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-NOV-14		YES	Chinese-Canton
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspection Supervisor	24-JAN-98		NO	
20331 - Inspectional Services	PWA FISCAL	Fire Inspector (Civilian)	12-AUG-08		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	YES	YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JUN-06		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	01-MAY-10		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-NOV-17		YES	Spanish
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-JAN-17		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-17		YES	Spanish
20331 - Inspectional Services	PWA FISCAL	Fire Inspector (Civilian)	16-APR-22	YES	YES	Spanish
20331 - Inspectional Services	1 Frank Ogawa Plaza	Administrative Assistant I	05-OCT-19		NO	
20331 - Inspectional Services	PWA FISCAL	Fire Inspector (Civilian)	16-APR-22	YES	YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-05		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JAN-18		YES	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-MAR-18		YES	Spanish
20331 - Inspectional Services	1 Frank Ogawa Plaza	Office Assistant II	22-JAN-22	YES	NO	
20331 - Inspectional Services	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	YES	YES	
20341 - Arson Investigation U	PWA FISCAL	Fire Investigator	17-NOV-97		YES	
20341 - Arson Investigation U	PWA FISCAL	Fire Investigator	12-SEP-05		YES	
20341 - Arson Investigation U	PWA FISCAL	Fire Investigator	02-OCT-00		YES	Spanish
20351 - Engineering Unit	PWA FISCAL	Fire Protection Engineer	14-OCT-91		NO	
20351 - Engineering Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-MAR-22	YES	NO	
20351 - Engineering Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	04-OCT-21	YES	NO	
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	03-NOV-09		YES	Spanish
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-MAY-16		NO	
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Marshall, Assistant	23-FEB-04		NO	
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	YES	YES	
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	31-JUL-17		YES	Spanish
20371 - Vegetation Managem	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	21-DEC-14		YES	

20371 - Vegetation Management	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	28-DEC-15		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	14-FEB-06		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	23-OCT-06		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	05-FEB-07		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	16-DEC-91		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	22-JAN-18		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Battalion Chief	08-JUL-02		NO	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	16-DEC-91		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-10		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Captain of Fire Department	27-SEP-04		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	Spanish
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	11-APR-05		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	22-JAN-18		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	28-OCT-02		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	Chinese-Canton
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Support	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	

20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	18-DEC-89		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-NOV-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	01-APR-96		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	29-JUN-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	Vietnamese
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-OCT-06		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-JUN-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-MAY-90		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	01-APR-96		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JUN-10		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JUN-10		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-OCT-06		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	17-NOV-97		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	Spanish

20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	14-JUN-10		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	29-JUN-00		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	19-MAR-01		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	31-OCT-20		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	25-APR-16		YES	Chinese-Canton
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	05-FEB-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	12-SEP-05		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	02-OCT-00		YES	Chinese-Canton
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	23-FEB-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	21-OCT-91		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JUN-10		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-10		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	17-MAR-03		YES	

20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-FEB-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	17-NOV-97		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	05-FEB-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	05-FEB-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	29-JUN-00		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	21-OCT-96		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	23-FEB-04		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04		YES	Chinese-Canton
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	18-JUN-94		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES	

20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	17-NOV-97		NO	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-MAY-90		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	23-FEB-04		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	28-DEC-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	23-OCT-06		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	27-SEP-04		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	27-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	28-OCT-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	26-JAN-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	01-JUN-96		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	23-FEB-04		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-19		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	29-NOV-21	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	06-JUN-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	YES	YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Captain of Fire Department	30-NOV-98		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	10-SEP-07		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-OCT-06		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Battalion Chief	28-OCT-02		NO	

20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07		YES	Spanish
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	19-MAR-01		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97		YES	
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16		YES	Chinese-Canton
20411 - Emergency Service/Su	150 Frank Ogawa Plaza	Fire Fighter	27-JUN-11		YES	
20511 - Budget and Planning	150 Frank H Ogawa Plaza	Budget & Grants Administrator	27-JUL-15		NO	
20511 - Budget and Planning	150 Frank H Ogawa Plaza	Account Clerk III	30-NOV-19		NO	
20511 - Budget and Planning	150 Frank H Ogawa Plaza	Accountant II	02-FEB-01		NO	
20511 - Budget and Planning	150 Frank H Ogawa Plaza	Fire Division Manager	13-NOV-95		NO	
20541 - Payroll Unit	150 Frank H Ogawa Plaza	Office Manager	02-APR-01		NO	
20551 - Time and Attendance	150 Frank H Ogawa Plaza	Payroll Personnel Clerk III	24-AUG-09		NO	
20611 - Education and Trainin	250 Victory Court	Administrative Assistant I	02-APR-22	YES	NO	
20611 - Education and Trainin	250 Victory Court	Fire Equipment Technician	02-MAY-20		NO	
20631 - In-Service Training Ur	250 Victory Court	Engineer of Fire Department	08-JUL-02		NO	
20631 - In-Service Training Ur	250 Victory Court	Lieutenant of Fire Department	28-FEB-05		NO	
20631 - In-Service Training Ur	250 Victory Court	Captain of Fire Department	20-SEP-99		NO	
20631 - In-Service Training Ur	250 Victory Court	Battalion Chief	20-SEP-99		NO	
20711 - Emergency Services P	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22	YES	YES	
20711 - Emergency Services P	250 Victory Court	Emergency Services Manager, Assistant	10-FEB-20		YES	
20711 - Emergency Services P	250 Victory Court	Manager, Emergency Services	08-FEB-20		NO	
20711 - Emergency Services P	250 Victory Court	Program Analyst I	12-JUL-21	YES	NO	
20711 - Emergency Services P	250 Victory Court	Emergency Planning Coordinator	07-OCT-17		YES	
20711 - Emergency Services P	250 Victory Court	Temp Contract Svcs Employee, PT	04-APR-11		NO	
20711 - Emergency Services P	250 Victory Court	Administrative Assistant II	17-OCT-20		NO	
20711 - Emergency Services P	250 Victory Court	Emergency Planning Coordinator	25-JUL-20		YES	
20711 - Emergency Services P	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22	YES	YES	
20711 - Emergency Services P	250 Victory Court	Management Intern, PT	02-APR-22	YES	NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Administrative Analyst II	08-FEB-01		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Department Personnel Officer	12-AUG-02		NO	Spanish
20813 - Fire Boat	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	12-AUG-19		NO	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-SEP-99		YES	Spanish
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	28-APR-03		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	14-JUN-10		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	14-MAY-90		YES	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-21		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	US&R Warehouse & Logistics Specialist	31-DEC-18		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	24-FEB-20		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	24-FEB-20		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	24-FEB-20		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Administrative Assistant I	08-OCT-18		NO	
20816 - Fire - Support & Servic	150 Frank Ogawa Plaza	Fire Equipment Technician	03-SEP-96		YES	Spanish
20816 - Fire - Support & Servic	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20912 - Measure N - Paramed	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	04-MAY-15		NO	
20912 - Measure N - Paramed	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		NO	
20912 - Measure N - Paramed	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		NO	
20912 - Measure N - Paramed	250 Victory Court	Administrative Assistant II	03-OCT-20		NO	
20912 - Measure N - Paramed	250 Victory Court	Fire Division Manager	08-AUG-20		NO	
20913 - EMS Training	150 Frank Ogawa Plaza	Program Analyst I	23-AUG-21	YES	NO	
20913 - EMS Training	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-NOV-21	YES	NO	
20913 - EMS Training	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	06-NOV-17		NO	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	18-APR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	19-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	04-APR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	02-APR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	16-APR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	16-APR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	18-APR-22	YES	YES	

20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	21-MAR-22	YES	YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Exempt Limited Duration Employee	16-APR-22	YES	YES	

Department Name: Housing and Community Development
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Shola Olatoye, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Housing and Community Development was submitted on June 17, 2022.

A handwritten signature in black ink, appearing to read "Shola Olatoye", written over a horizontal line.

Shola Olatoye, Director

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Housing and Community Development

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Shola Olatoye	Ellen Dillard	Ellen Dillard
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-3714	(510) 238-6514	(510) 238-6514
Email	solatoye@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	62		New Hires	9	
Public Contact Positions (PCP)	39	100%	New PCP Hires	4	
PCP With Spanish Language Skill	6	15.38%	New PCP Hires with SP Skill	1	11.11%
PCP With Chinese Language Skill	3	7.69%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Admin. and Fiscal: Housing and Community Development	
Housing Development Services	
Residential Lending	
Community Development & Engagement	
Rent Adjustment Program	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Municipal Lending (89939)	SP= 1	CH = 1	SP= 1 CH = 0
Rent Adjustment Program	SP= 1	CH = 1	SP= 4 CH = 2
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
ERAP1 Portal	Yes	Yes	
Property Owner Notice	Yes	Yes	
PPT Translation	Yes	Yes	
Notice to Tenants of Move-Out Negotiations	Yes	Yes	Vietnamese
Oakland Rental Assistance Application Received	Yes	Yes	
SFH Exemption Certificate Info Sheet	Yes	Yes	
Repairs Letter	Yes	Yes	
Lease Addendum	Yes	Yes	Vietnamese
ERA Flyer	Yes	Yes	Vietnamese
Guide to Oakland Housing Law	Yes	Yes	Korean, Vietnamese, Arabic, Tagalog, Khmer
FAQ Sheet Emergency Moratorium	Yes	Yes	Korean, Vietnamese, Arabic, Tagalog
Notice to Tenants of RAP	Yes	Yes	
Evening Workshops – RAP	Yes	Yes	
Application	Yes	Yes	
Footnote	Yes	Yes	
Fair Chance Housing Ordinance	Yes	Yes	
RAP Survey	Yes	Yes	Vietnamese
AIP, EHRP, HMIP, LSHP Description	Yes	Yes	
Emergency Moratorium Review	Yes	Yes	
Info. Sheet – Rent Levels & Regulations	Yes	Yes	
Info. Resources Sheet – Updates	Yes	Yes	
Total # of vital documents reported = 21			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Housing and Community Development	238-3015	Completed
Rent Adjustment Program	238-3721	Completed
Housing Resource Information Line	238-6182	Completed

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Housing and Community Development

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
62	39	1	6	Yes	1	3	Yes

This report covers fiscal year 2021-2022 and data is reported as of June 2021.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

The Department of Housing and Community Development (DHCD) complied with the Equal Access Ordinance (EAO) during the reporting period. The written documents that we use to administer our housing programs have been updated into Chinese and Spanish. Other documents were translated in Tagalog, Khmer, Korean and Vietnamese. We continue to update our program websites to provide more information to the public. These programs effectively serve the Limited English Speaking (LES) population in the City of Oakland as required by the EAO.

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

The Department’s outreach and recruitment efforts continue to include language and materials that encourage bilingual candidates to apply for all our vacancies that includes placing job announcements in bilingual newspapers and/or websites. We will continue to hire bilingual candidates who could assist with providing multilingual services to the public. Although most positions that were filled during the reporting period were not designated as PCP positions, we do have multiple bilingual staff members who can assist LES individuals as needed.

3. Highlight positive changes, successes, and best practices.

DHCD continues to provide written materials in multiples languages to assist the City’s LES population in obtaining the information that they require and need. During the reporting period, written materials were translated in Chinese, Spanish, Vietnamese, Tagalog, Korean, Khmer and Arabic, including but not limited to notices, fliers, and other written materials that were used for community outreach throughout the City. Our goal is to continue to provide public information in various languages to better serve the City.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The divisions of the department produced and distributed a significant amount of written materials throughout the various outlets and events in the City of Oakland. On occasion, DHCD provides bilingual public service announcements on KTOP with translations in Spanish, Cantonese, Mandarin, Vietnamese and other languages as needed. Our community outreach is designed to inform LES individuals in Oakland about available services that are offered and their rights under the various services that we provide. We take proactive measures to ensure that our client’s language access needs are immediately addressed. DHCD is following the City’s Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Our offices have been closed to the public since the COVID-19 pandemic. The Department informs the public of their right to language access services through our websites and by telephone during normal business hours.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Vital documents for the various programs within DHCD have been updated and translated into the threshold languages required by the City's Equal Access Ordinance. This includes updated materials that has been translate into Spanish, Cantonese, Mandarin, Korean, Tagalog, Khmer and Arabic. We will continue to translate vital documents in different languages when necessary and needed.

3. Describe other materials the Department has provided in multiple languages?

During the reporting period, we translated a few letters in English that we received from constituents. This enabled our staff to have a better understanding of the letters' content and how to proceed with assistance. DHCD is willing to translate other documents into other languages if needed to allow us to effectively assist and engage with the community.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

DHCD provides multilingual telephone messages in the threshold languages required by the EAO. The languages are English, Spanish, Chinese and Vietnamese; other languages as needed. We will continue to modify all the telephone messages in the department to provide multilingual service to the LES community.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

DHCD have bilingual staff who can provide translations in Spanish and Chinese. If a bilingual employee is not available, we seek assistance from the Equal Access office or utilize a third-party vendor for translation service(s). We will continue to take these steps to facilitate effective communication with the City's LES populations. Our departmental procedures are in compliant with the City's Equal Access to Service Ordinance and AI 145.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

DHCD did not receive any complaints regarding our provision of bilingual services (written or oral) during the reporting period.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

DHCD will continue to expand our community outreach efforts by reviewing and making improvements and adjustments to our program materials and program websites. Our current practice includes maintaining a list of LES people served within the different divisions of the Department, such as the Rent Adjustment Program, Community Development and Engagement, as well as Administrative and Fiscal. Staff provide follow-ups in the necessary language as needed.

Housing Department

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_P	PCP_LANG_1
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Account Clerk II	16-MAY-20		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Accountant II	05-DEC-05		NO	Chinese
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Administrative Assistant I	15-MAY-21		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Administrative Services Manager II	30-MAR-15		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Deputy Director, Housing	23-MAR-22	YES	NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Deputy Director, Housing	30-MAY-20		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Director of Housing & Community Dev	08-FEB-20		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Executive Assistant to the Director	15-OCT-90		NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Home Management Specialist II	17-MAR-14		YES	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Home Management Specialist III	27-MAY-14		YES	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14		NO	
89919 - Admin: Housing & Community	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	16-APR-22	YES	NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Management Assistant	25-JUN-08		NO	Tagalog
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	22-JAN-22	YES	NO	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	01-MAY-21		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	11-JAN-20		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12		YES	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator I	11-DEC-21	YES	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator II	11-JUL-20		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	11-JAN-20		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	25-JAN-20		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	26-FEB-18		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator IV	08-DEC-05		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	18-JUN-01		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Administrative Analyst II	11-SEP-93		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	13-NOV-21	YES	YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	09-FEB-09		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	10-AUG-09		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	31-OCT-11		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor I	23-APR-18		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17		YES	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	08-JAN-22	YES	YES	

89949 - CDBG Coordination	250 Frank Ogawa Plaza	Administrative Assistant I	17-DEC-16	NO	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	08-JAN-07	YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program Coord	27-NOV-06	YES	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	26-OCT-73	YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelop. Program Manager	14-JUN-94	YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	10-AUG-19	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	08-SEP-18	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	17-OCT-20	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	27-MAY-00	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant II	26-JUN-21	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-DEC-21	YES	NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	10-JUL-21	YES	NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-OCT-20	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	14-DEC-19	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	09-APR-18	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Home Management Specialist II	11-JUL-20	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Home Management Specialist II	16-MAY-20	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	06-OCT-18	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	07-MAR-05	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	30-DEC-17	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	27-OCT-14	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Rent Adjustment Program Manager, Asst	08-JAN-22	YES	YES

Department Name: HUMAN RESOURCES MANAGEMENT
Fiscal Year: FY2021-22



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Ian Appleyard, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Resources Management Department covers July 1st, 2021 to June 30th, 2022.

A handwritten signature in blue ink, appearing to read 'Ian Appleyard'. The signature is fluid and cursive, with a prominent initial 'I'.

Ian Appleyard
Human Resources Director

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ian Appleyard	May Tam	Denise Aaron
Title	Director of Human Resources	Program Analyst III	Executive Assistant
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	lappleyard@oaklandca.gov	Mtam@oaklandca.gov	Daaron@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	43		New Hires	9	
Public Contact Positions (PCP)	4		New PCP Hires	1	
PCP With Spanish Language Skill	1	25%	New PCP Hires with SP Skill	0	
PCP With Chinese Language Skill	1	25%	New PCP Hires with CH Skill	0	

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure
Personnel Admin/Human Resource Info Services Unit
Employment and Classification Unit
Equal Access
Employee Labor Relations
Human Resource Development Unit
Employee Benefits Services
Risk Management

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal	Language Actual
Equal Access Office	SP= 1 CH = 1	SP= 1 CH =1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Equal Access Ordinance	Yes	Yes	
Equal Access Complaint Form	Yes	Yes	Vietnamese
Equal Access Language Survey	Yes	Yes	
Language Survey Flyer	Yes	Yes	
Desktop Language Display (I Speak Card)	Yes	Yes	Multiple
I Speak Card (Website)	Yes	Yes	Multiple
City Directory Brochure	Yes	Yes	
Language Assistance Poster	Yes	Yes	Multiple
Language Access Plan	Yes	Yes	

Table 4A Vital Documents List (Continue)			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese
Language Access Coordinator List	Yes	Yes	
Accessibility Info Template (Online)	Yes	Yes	
Citywide Glossary	Yes	Yes	Vietnamese
Foreign Language Test	Yes	Yes	Multiple
How to Apply for City Jobs	Yes	Yes	
Job Interest Card	Yes	Yes	
Outreach Flyer (Job Fair)	Yes	Yes	
Front Counter Notice (Social Distance)	Yes	Yes	
Zoom Simultaneous Interpretation Introduction	Yes	Yes	
Total:	21	21	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Human Resources – Front Desk 150 FOP 2 nd Floor	510-238-3112	EN/SP/CH
Equal Access Program	510-238-2368	EN/CH
Equal Access Program	510-238-6448	EN/SP

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
N/A								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	Yes
I-Speak Card/ Language List displayed at reception area	Yes
Provide staff with language access resources (Interpretation#, FAQ, training...etc)	Yes

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	Yes
Describe department's effort in survey implementation: Yes, Human Resources Department launched the language access survey in April 2022. Our office and reception area remained generally closed to the public during the reporting year. The classrooms and training rooms located on our floor were open for limited use. Paper survey was displayed and made available at our reception desk. Poster displaying a QR code for contactless survey participation was also provided. Twenty-four surveys were collected at the end.	

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Human Resources Management

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
43	4	0.44	1	Yes	0.2	1	Yes

Goal = PCP X %

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

Language access trainings, compliance materials, public information, support services, contracted professional services, on-site and on-line services are all coordinated through the HRM department and its Equal Access unit. Details of Equal Access Office accomplishment are presented in the agenda report which includes the coordination of live interpretations for public meetings, production of translated documents, and more. In terms of public contact positions, we have two HR Clerks stationed at our front counter on the 2nd floor of 150 Frank Ogawa Plaza; and another two are assigned to our Equal Access Office on the same floor. All employees have received trainings on language access services. HRM’s Citywide Training unit, together with the Equal Access Office have offered an increased number of language access trainings to City employees. Language access is a standard training topic included in new employee orientation and supervisor training module. New exciting development this year includes collaborating with expert linguists, Americans with Disabilities Act (ADA) office, City Attorney’s Office, Title VI Coordinator, and the Race & Equity team on providing more comprehensive training to City employees. Apart from the trainings provided by the HRM Equal Access Office, there are more related trainings provided. For instance, HRM’s training team works with Oakland Fire Department to provide trainings on serving People with Access and Functional Needs (PAFN), and training was made available to all City employees through Citywide training platform. This year, the Equal Access Office, ADA office and Title VI office has developed a recorded video training, which is now available to all City employees at a click of a button.

Language Access Training	
Date	Subject
7/21/2021	New Employee Orientation – Language Access Training
7/30/2021	Human Resources Department Training - Equity Lab: AAPI Solidarity
8/16/2021	New Employee Orientation – Language Access Training
8/26/2021	Supervisor Academy - Language Access Training
9/13/2021	Citywide Training: People with Access & Functional Needs (Trainer: OFD)
9/15/2021	New Employee Orientation – Language Access Training
9/30/2021	Language Access Overview with the Oakland Police Commission
10/6/2021	Language Access Overview with Oakland and San Leandro Public Library
10/11/2021	Citywide Training – Enabling Inclusivity in Public Meetings with Live Interpretations
10/18/2021	Citywide Training: People with Access & Functional Needs (Trainer: OFD)
10/20/2021	New Employee Orientation – Language Access Training
11/15/2021	New Employee Orientation – Language Access Training
11/18/2021	Presentation to Crossing Guards

11/19/2021	Language Access Overview with Planning & Building Dept General Plan Team
12/14/2021	New Employee Orientation – Language Access Training
12/16/2021	Supervisor Academy - Language Access Training
1/10/2022	New Employee Orientation – Language Access Training
2/1/2022	Language Access Overview with Neighborhood Services Coordinators Team
2/16/2022	New Employee Orientation – Language Access Training
3/9/2022	Human Resources Department Training - Equity Lab: Immigrating to America
3/10/2022	Language Access Coordinators Meeting
3/16/2022	New Employee Orientation – Language Access Training
4/20/2022	New Employee Orientation – Language Access Training
4/27/2022	Citywide Training: Community Engagement: ADA & Equal Access Compliance
4/28/2022	Supervisor Academy - Language Access Training
5/16/2022	Citywide Training: Title VI Training (Production of training video)
5/16-19/2022	Emergency Operation Center – Disaster Prep Drill
5/18/2022	New Employee Orientation – Language Access Training
6/15/2022	New Employee Orientation – Language Access Training

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

Many large events and job fairs are still put on hold or held on-line during this reporting period, as a result of the global pandemic. Outreach is mostly conducted through print advertisements, social media postings, and other web-based channels. City employment application asks applicant to identify their bilingual language skills. During the reporting year, 23% of applicants indicate Spanish language skill, while 5% indicate Chinese language skill.

HRM continues to support bilingual employees by administrating bilingual tests and certifying language skills. Bilingual pay premium is available to certified employees according to labor agreement provisions. A total of 93 tests are administered this year. (Level I verbal test: 81 tests administered, Level II reading and writing test: 12 tests administered)

3. Highlight positive changes, successes, and best practices.

HRM works closely with various City departments on launching trainings for City employees. It has been exciting offering increased numbers of joint trainings and cross-trainings. During this fiscal year, new trainings are developed and offered to HRM employees as best practices to raise awareness on equity and inclusion. The equity team works tirelessly on removing hiring bias and creating equity during the interview process. On-going discussions continue to take place with different levels of City management. Because of the elevated sense of awareness on language access, we observed that many communications on Covid and Covid related response are provided to the community in multiple languages. For instance, the weekly Oakland business email update continues to be provided in English, Chinese, Spanish, Vietnamese, and Arabic. Throughout the last two years, over a hundred issues of multilingual information for the business community was developed to keep the community informed of pandemic impacts, financial assistance available, changes in public health guidelines and more.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Public meetings have moved online to web-based platforms or a hybrid format. Our office works diligently to ensure interpretation is available for web-based meetings at the same service level

as it would be available for on-site meetings. Meetings and trainings are held to ensure smooth operation of services.

In addition, a City-wide language assessment survey was launched in Spring 2022. All City departments are invited to participate. Despite the fact that most of our downtown offices remained closed, we were able to collect 24 surveys for HRM and 895 surveys Citywide.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Front Counter, 150th Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Twenty-one vital documents are available and translated into Spanish and Chinese.

3. Describe other materials the Department has provided in multiple languages?

Our Equal Access Office worked with various City departments to produced 749 translated documents this year for the City of Oakland.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

HRM main recruitment line has outgoing messages available in English, Spanish and Chinese. Equal Access Office lines also provides outgoing messages in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Posters are displayed prominently at our public counter letting constituents know language service is available at no cost. Much of the City's information are posted online on City website, which is equipped with Google translation function to instantly translate content into multiple languages. In addition, our Equal Access Office has provided technical assistance to update several hotline and email messages in multiple languages in efforts to engage LES populations. Some of these messages are for Covid-related grants, applications, food distribution program, and more. Multilingual messages help ensure information is communicated to LES population.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

No complaints received related to services provided by HRM.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - a. Follow up survey results with City departments. Forward feedback and suggestions collected to department staff. Identify service gaps and areas for improvement.
 - b. Review and update the list for public contact position and designations. Engage in discussions with language access coordinators and department liaisons.
 - c. Continue to offer trainings through Citywide employee training classes. In addition, create and develop new virtual training video for Citywide employee. Virtual training is a great tool to make training available at any time, any location.
 - d. Streamline process of service orders, payment, and transfer of funds to improve efficiency in service delivery.

Human Resources Management (HRM) FY 2021-2022

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_#	LANG
05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Administrative Analyst II	18-FEB-14		NO	
05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Director of Human Resources Management	26-SEP-16		NO	
05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Executive Assistant to the Director	03-JAN-17		NO	
05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Management Assistant	25-JAN-20		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Res Analyst, Sr Supervising	05-OCT-09		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	09-JUL-22	YES	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	19-FEB-22	YES	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-JUL-19		NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	03-JUL-17		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	31-MAR-14		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	11-APR-05		NO	Chinese
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	19-MAR-22	YES	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	22-JAN-22	YES	YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	10-JUL-21	YES	YES	Tagalog
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Operations Supervisor	05-MAR-90		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	22-FEB-20		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	14-DEC-19		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician, Senior	23-APR-18		NO	Chinese
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resources Manager	22-FEB-22	YES	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	08-APR-13		YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08		YES	Chinese
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Administrative Assistant II (CONF)	26-DEC-20		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	16-OCT-21	YES	NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	17-JAN-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	10-OCT-01		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Human Resources Manager	11-JUL-22	YES	NO	
05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	04-MAY-15		NO	Spanish
05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Human Resource Technician	12-SEP-05		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Analyst	05-NOV-07		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Supervisor	07-DEC-15		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Technician	07-SEP-19		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Analyst II	22-DEC-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Assistant II	09-DEC-13		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	27-MAY-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	22-JUL-13		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	05-MAR-22	YES	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Disability Benefits Coordinator	08-DEC-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Employee Fleet & Safety Coordinator	12-JAN-99		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Manager, Claims & Risk	25-JUN-18		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16		NO	Chinese & Vietnamese

Department Name: Human Services Department
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Estelle Clemons hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services was submitted on June 17, 2022.

A handwritten signature in blue ink that reads "Estelle Clemons".

Estelle Clemons, Interim HSD Director
Type Name & Title

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Estelle Clemons	Kathy Hicks	Martina Bouey
Title	Interim Director of Human Services	Executive Assistant	Assistant to the Director
Address	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612
Phone#	510-238-3597	510-238-2214	510-238-7242
Email	eclemons@oaklandca.gov	khicks@oaklandca.gov	Mbouey@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	175		New Hires	24	
Public Contact Positions (PCP)	87	100%	New PCP Hires	8	100%
PCP With Spanish Language Skill	13	15%	New PCP Hires with SP Skill		
PCP With Chinese Language Skill	9	11%	New PCP Hires with CH Skill		0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Senior Aides	
Senior Companion Program Unit	
Outreach Program Unit	
Oakland Paratransit for the Elderly and Disabled Unit	
Senior Aide Program Unit	
Multipurpose Senior Service Program	
Senior Center Unit * Senior Center (Citywide) * Senior Center (Downtown Oakland) * Senior Center (East Oakland) * Senior Center (North Oakland) * Senior Center (West Oakland)	
DHS Administration Unit	
Policy & Planning	
Community Housing Services	
Head Start Unit * Early Head Start - Service Area I (West Grand) * Head Start - Service Area I (Franklin) * Early Head Start - Service Area I (San Antonio Park) * Early Head Start - Service Area II (Arroyo Viejo) * Head Start - Service Area II (Tassafaronga) * Early & Head Start - Service Area II (Lion Creek)	* Head Start - Service Area II (Sun Gate) * Head Start - Service Area II (San Antonio CDC) * Head Start - Service Area II (Brookfield) * Head Start - Service Area II (85th Ave) * Early Head Start – Service Area I (Broadway) * Head Start - Central Kitchen * Head Start - Central Office Early Childhood and Family Services Year-Round Lunch Program Unit Youth Services Children & Youth Services and Policy & Planning

Department Name: Human Services Department
 Fiscal Year: FY2021-2022

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	No <input checked="" type="checkbox"/> Yes – Please describe below
Description:Oakland Unite division moved to the department of violence prevention.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Multipurpose Senior Service Program	SP= 1 CH = 1	SP= 3 CH = 2

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
HSD Brochure	Y	Y	
Head Start Parents Handbook	Y	Y	
HSD Parent Survey	Y	Y	
Multipurpose Senior Services Program Brochure	Y	Y	
Senior Centers Brochure	Y	Y	
Homeless Program Brochure	Y	Y	
Hunger Program Brochure	Y	Y	
Community Action Partnership Brochure	Y	Y	
Summer Food Service Program Brochure	Y	Y	
Community Housing Program Brochure	Y	Y	
Senior Volunteers Program Brochure	Y	Y	
ASSETS Employment Program Brochure	Y	Y	
ASSETS Employer Brochure	Y	Y	
Oakland Paratransit Program Brochure	Y	Y	
Oakland Fund for Children & Youth	Y	Y	
Head Start Program Brochure	Y	Y	
Head Start Application Status Letter	Y	Y	
Head Start Acceptance Letter	Y	Y	
Head Start Parent Survey (DRDP Parent Survey)	Y	Y	
Head Start Enrollment Form	Y	Y	Vietnamese
Thanksgiving Flyer	Y	Y	Vietnamese Korean
Head Start/Early Head Start Family Assessment	Y	Y	
Head Start Parent Policy Council Meeting Agenda	Y	Y	Vietnamese
	Y	Y	
Head Start Policy Council Induction Language for New Members	Y	Y	Vietnamese
Head Start Policy Council Bylaws	Y	Y	Vietnamese
Head Start Policy Council Seven Steps in Making a Motion	Y	Y	Vietnamese

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	XX Yes <input type="checkbox"/> No – Please describe below

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
HSD Front Desk	510-238-3121	Completed
Head Start	510-238-3165	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
DOWNTOWN OAKLAND SENIOR CENTER	200 Grand Avenue	94612	238-3284	2	0	0%	0	0%
EAST OAKLAND SENIOR CENTER	9255 Edes Avenue	94621	615-5731	1	1	100%	0	0%
NORTH OAKLAND SENIOR CENTER	5714 Martin Luther King Jr. Way	94618	597-5085	2	0	0%	0	0%
WEST OAKLAND SENIOR CENTER	1724 Adeline Street	94607	238-7017	2	0	0%	0	0%
FRANKLIN	1010 E. 15 th Street	94606	238-1306	4	0	0%	1	25%
SAN ANTONIO CDC	2228 E. 15 th Street	94606	535-5639	5	3	60%	2	40%
SAN ANTONIO PARK	1701 E. 19 TH Street	94606	535-5609	6	1	17%	3	50%
ARROYO VIEJO	7701 Krause Avenue	94605	615-5757	5	2	40%	1	20%
BROOKFIELD	9600 Edes Avenue	94603	615-5737	5	1	20%	0	0%
LION CREEK CROSSINGS	6818 Lion Way, Ste 110	94621	615-5585	7	2	29%	3	43%
SUNGATE	2563 International Blvd.	94601	535-5649	7	3	43%	1	14%
TASSAFARONGA	975-85 TH Avenue	94621	639-0579	4	1	25%	0	0%
WEST GRAND	1068 West Grand Avenue	94607	238-2268	7	2	29%	2	29%
85 th AVENUE	8501 International Blvd	94621	544-3821	6	3	50%	0	0%
BROADWAY EHS	2619 Broadway	94612	238-7091	7	2	29%	0	0%
BROOKFIELD OUSD HS	401 Jones Ave	94603	238-1306	5	1	20%	0	0%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources		
Language access notice displayed at reception area	X Yes	<input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes	<input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X Yes	<input type="checkbox"/> No

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Human Services Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
175	87	15	13	Y	11	9	Y

Goal = PCP X %

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

The department complies with the EAO and is generally very successful in recruiting bilingual employees to meet the need of clients. HSD continues to strive to meet/exceed full compliance. Additionally, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be capable speaking in the families served first language and that all documents be translated as such. There is a nation-wide shortage of teachers and Head Start and Early Head Start are experiencing greater challenges in recruiting enough Early Childhood Instructors for their programs which in turn may be an obstacle to maintaining our compliance in meeting the mandates.

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

Chinese and Spanish speakers are highly desirable for all recruitments in HSD. We partner with HR and Equal Access when recruitment is for Public Contact Positions and especially for satellite locations that are targeted to serve limited English-speaking populations

3. Highlight positive changes, successes, and best practices.

Each work station has a complete updated list of bilingual staff contacts and in addition they have the interpretation phone line access information. Signs are posted in multiple languages to promote language access assistance in all reception areas.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

HSD performs targeted outreach in LES geographical areas for Head Start open enrollment periods and all events.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

4th Floor Reception Areas 1 and 2 5th Floor Head Start Reception Area

All Senior Centers

- Senior Center Unit
 - Senior Center (Downtown Oakland)
 - Senior Center (East Oakland)
 - Senior Center (North Oakland)
 - Senior Center (west Oakland) All

Head Start sites

- Head Start Unit
 - Early Head Start - Service Area I (West Grand)
 - Head Start - Service Area I (Franklin)
 - Early Head Start - Service Area I (San Antonio Park)
- - Early Head Start - Service Area II (Arroyo Viejo)
 - Head Start - Service Area II (Tassafaronga)

Department Name: Human Services Department

Fiscal Year: FY2021-2022 Head Start & Early Head Start - Service Area II (Lion Creek Crossing)

- Head Start – Service Area II (Manzanita)
- Head Start - Service Area II (Sun Gate)
- Head Start - Service Area II (San Antonio CDC)
- Head Start - Service Area II (Brookfield)
- Head Start - Service Area II (85th Ave)
- Early Head Start – Broadway EHS

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

100% have been translated into threshold languages. All vital docs are translated into threshold languages.

3. Describe other materials the Department has provided in multiple languages? Other materials the department has provided in multiple languages are:

- Thanksgiving Flyer
- Program Brochures
- Surveys
- Handbooks
- Applications
- Head Start Parent Policy Council Induction Language for New Members
- Head Start Parent Policy Council Bylaws
- Head Start Parent Policy Council Meeting Material – Making a Motion in 7 Steps
- Head Start Parent Policy Council Meeting Agendas and Meeting Minutes

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Department multilingual telephone messages are recorded on all main telephone lines and the messages have been successful in directing the public in their threshold language.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The department will continue to provide all bilingual services and frontline staff will be trained in customer service to ensure prompt service. The department will utilize the interpretation phone line to ensure all languages are served. We will also use translation services for our Video Conferencing calls.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

Signs prominently displayed informing the public of their right to bilingual services, and all staff have been trained in provisions for providing bilingual services. The interpretation telephone line is invaluable when bilingual staff are unavailable

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The department will continue to provide all bilingual services and frontline staff will be trained in customer service to ensure prompt service. The department will utilize the interpretation phone line to ensure all languages are served. We will also use translation services for our Video Conferencing calls.

Human Services Department							
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_PC	LANGUAGES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Administrative Assistant I, PT	16-OCT-21	YES	NO		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Administrative Assistant I, PT	18-SEP-21	YES	NO		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager I	18-SEP-21	YES	YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager I	12-DEC-20		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager I	15-OCT-18		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager I	02-JUN-14		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager II	26-FEB-18		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager II	11-APR-16		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager, Supervising	12-NOV-09		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Case Manager, Supervising	06-MAR-07		YES		Spanish
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Nurse Case Manager	22-JAN-22	YES	YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Nurse Case Manager	03-NOV-14		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Senior Services Program Assistant	09-APR-01		YES		
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Pl	Senior Services Supervisor	02-DEC-09		YES		
75241 - Senior Companion Program Unit	150 Frank Ogawa Pl	Exempt Limited Duration Employee	30-OCT-21	YES	YES		
75241 - Senior Companion Program Unit	150 Frank Ogawa Pl	Senior Services Supervisor	12-SEP-85		YES		
75251 - Outreach Program Unit	150 Frank Ogawa Pl	Office Assistant I, PT	02-NOV-19		YES		
75251 - Outreach Program Unit	150 Frank Ogawa Pl	Office Assistant I, PT	27-AUG-07		YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Accountant II	22-MAY-00		NO		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Administrative Assistant I	08-FEB-20		NO		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	07-MAR-20		YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	15-DEC-18		YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	17-FEB-05		YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	12-OCT-04		YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	17-JUN-02		YES	Chinese	
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Office Assistant I, PT	19-FEB-22	YES	YES		
75621 - Oakland Paratransit for the Elderly and	150 Frank Ogawa Pl	Senior Services Supervisor	02-FEB-09		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Administrative Assistant I	25-DEC-21	YES	YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Administrative Assistant I	14-MAR-11		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Administrative Assistant I	02-SEP-08		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Administrative Assistant I	28-JUL-07		YES	Spanish	
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian	05-OCT-07		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian	22-MAY-04		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian	18-AUG-01		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian Supervisor	01-NOV-95		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	02-NOV-19		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	13-JUL-19		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	06-APR-19		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	06-APR-19		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	13-FEB-18		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	07-OCT-17		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	07-OCT-17		NO		

75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	22-APR-17		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	22-APR-17		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	31-MAR-14		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Custodian, PT	24-SEP-12		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Program Analyst II, PPT	17-JUL-00		NO		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Senior Center Director	17-APR-21		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Senior Center Director	19-NOV-16		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Senior Center Director	13-MAY-00		YES		
75631 - Senior Center Unit	150 Frank Ogawa Pl	Temp Contract Svcs Employee, PT	08-FEB-20		NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	16-APR-22	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	16-APR-22	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	05-FEB-22	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	08-JAN-22	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	30-OCT-21	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	24-JUL-21	YES	NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	12-JUN-21		NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	19-OCT-19		NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	02-FEB-19		NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	09-APR-18		NO		
75651 - Senior Aide Program Unit	150 Frank Ogawa Pl	Senior Aide, PT	26-SEP-16		NO		

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSI	LANGUAGE	
Human Services Department							
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant II	06-APR-19		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Assistant to the Director	27-JUL-19		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Director of Human Services	26-SEP-92		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Executive Assistant to the Director	01-MAR-18		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	22-JAN-22	YES	NO		
78111 - DHS Administration Unit	250 Frank Ogawa Plaza	Health & Human Services Program Planner	16-NOV-19		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Manager, Human Services	16-JUL-01		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	22-JAN-22	YES	NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	01-JUN-19		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	15-SEP-06		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01		NO		
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	11-JAN-20		NO		
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Budget & Grants Administrator	15-OCT-01		NO	Spanish	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Manager, Agency Administrative	09-JAN-21		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Administrative Assistant I, PT	19-MAR-22	YES	NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Administrative Assistant I, PT	04-JUN-18		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	City Administrator Analyst	28-NOV-20		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Cook Supervising	07-MAY-12		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	19-OCT-19		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	19-NOV-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	03-DEC-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	27-OCT-08		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	26-MAR-07		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	18-JAN-05		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04		YES	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	11-OCT-99		YES	Vietnamese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	15-MAR-99		YES	Vietnamese	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	06-MAR-98		YES	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	19-AUG-97		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-DEC-90		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-JAN-14		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	06-APR-19		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-19		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	15-DEC-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	01-DEC-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-SEP-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-DEC-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	31-JUL-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	21-DEC-15		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-OCT-14		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	28-MAY-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-MAY-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-NOV-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-OCT-11		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11		YES	Chinese	

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-JAN-11		YES	Chinese		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-MAY-09		YES		Chinese-Cantonese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JAN-09		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-JAN-06		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-SEP-03		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	30-APR-22	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	16-APR-22	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	30-JAN-17		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	23-MAR-09		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	17-OCT-06		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	05-JUL-94		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	06-JUN-92		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	25-MAR-87		YES	Spanish	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	18-APR-11		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	25-SEP-02		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker, PT	05-FEB-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker, PT	13-MAY-09		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	02-APR-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	19-MAR-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	30-MAR-91		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00		YES		Chinese-Cantonese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00		YES		Chinese-Cantonese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-AUG-19		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	10-SEP-18		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	05-SEP-13		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-08		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	17-DEC-07		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	13-SEP-03		YES	Spanish		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-03		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	02-DEC-02		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-OCT-02		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	19-FEB-02		YES	Chinese		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	09-JAN-02		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-00		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-99		YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	07-DEC-98		YES	Spanish	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-98		YES		Chinese-Cantonese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-NOV-90		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	30-APR-22	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	31-OCT-20		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	31-OCT-20		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	31-OCT-20		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	20-JUN-15		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	16-APR-22	YES	YES			

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	19-MAR-22	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	11-DEC-21	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	07-AUG-21	YES	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	09-FEB-19		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	26-NOV-12		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Substitute Instructor, PT	26-NOV-12		YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Health & Human Services Program Planner	08-JAN-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic	27-JUL-00		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	27-NOV-21	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	20-OCT-97		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II, PT	28-DEC-19		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Park Attendant, PT	17-SEP-01		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I	19-FEB-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I	19-FEB-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I, PPT	11-JUL-20		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I, PT	16-APR-22	YES	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst II	29-FEB-16		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Project Manager III, PT	08-FEB-20		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	08-OCT-18		NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	22-FEB-20		NO			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Data Entry Operator	22-APR-02		NO			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Education Coordinator	15-AUG-92		NO			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start ERSEA & Data Program Coord	08-MAY-17		NO			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Facilities Coordinator	25-SEP-17		NO			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Family & Comm Engage Coord	13-AUG-18		YES			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Program Coordinator	08-FEB-10		YES			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start School Readiness Coordinator	27-OCT-14		YES			
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Office Assistant II	18-JUL-92		NO			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Accountant II	11-MAY-15		NO			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Administrative Analyst II	07-DEC-15		NO		Chinese-Mandarin	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Administrative Assistant II	12-DEC-20		NO			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	23-JUN-08		YES		Spanish	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04		YES			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03		YES			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Health & Human Services Program Planner	07-DEC-19		NO			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Health & Human Services Program Planner	07-AUG-01		NO			
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Manager, Human Services	12-MAR-18		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Driver, PT	13-JUN-14		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	29-MAY-21		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-17		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	06-JUN-16		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15		NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Student Trainee, PT	10-JUL-21	YES	NO			
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAY-16		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Administrative Assistant II	31-OCT-20		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Health & Human Services Program Planner	15-MAR-10		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Management Intern, PT	27-NOV-21	YES	NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	07-JAN-08		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	13-JUL-96		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	04-MAY-19		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	20-APR-19		NO			
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	02-APR-12		NO			

78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08		NO			
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Administrative Assistant I	14-JUL-18		NO			
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Community Action Agency Manager	07-JUL-97		NO			
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Program Analyst I, PT	02-FEB-19		NO			
78362 - CSBG - Programs	150 Frank Ogawa Plaza	Program Analyst I	11-DEC-21	YES	NO			
78362 - CSBG - Programs	150 Frank Ogawa Plaza	Program Analyst I	15-SEP-15		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Accountant II	10-JUL-21	YES	NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst I	20-JUL-15		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst II	16-NOV-18		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst II	26-MAY-15		NO			
78411 - Community Housing Services	150 Frank Ogawa Plaza	Administrative Assistant I	14-JAN-02		NO		Spanish	
78411 - Community Housing Services	250 Frank Ogawa Plaza	Case Manager I	17-APR-21		YES			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Case Manager I	17-OCT-20		YES			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	16-APR-22	YES	NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Health & Human Services Program Planner	17-OCT-20		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Health & Human Services Program Planner	30-NOV-15		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Manager, Human Services	03-JUN-15		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	02-APR-22	YES	NO			
78411 - Community Housing Services	150 Frank Ogawa Plaza	Program Analyst II	06-JUN-16		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	23-NOV-15		NO			
78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	31-AUG-15		NO	Spanish		
78411 - Community Housing Services	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	11-SEP-17		YES			

Department Name: Information Technology Department
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Kevin Fong, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Information Technology Department was submitted on July 13, 2022.

Kevin Fong, ISM II (Acting CIO)

Type Name & Title

Department Name:
 Fiscal Year: FY2021-2022

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
69	0	0	0	YES	0	0	YES

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2021 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Information Technology Department (ITD) is an Internal Service Agency and does not provide direct services to the general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals.

During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Some projects include but not limited to OAKWiFi, Windows 10 operating system upgrade, Adobe Experience Manager, OPD Camera Registry, AP Invoicing, Covid Vaccination Portal and Nimble Storage Expansion. Our Department continued its support on technological upgrades to City systems including Oracle, Saas and Cloud Solutions (Azure, AWS, OCI), ShoreTel Phones, and Police and Fire Radio systems, UPS and power backup systems, storage and backup all of which contributes to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

As an Internal Service Agency, this is N/A

3. Highlight positive changes, successes, and best practices.

As an Internal Service Agency, this is N/A

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

As an Internal Service Agency, this is N/A

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITIO	PCP_LANG_	BILINGUAL
46111 - Administrative Serv	150 Frank Ogawa Plaza	Administrative Analyst II	11-JAN-10		NO		
46111 - Administrative Serv	150 Frank Ogawa Plaza	Application Developer III	27-NOV-21	YES	NO		
46111 - Administrative Serv	150 Frank Ogawa Plaza	Director of Information Technolo	30-APR-22	YES	NO		
46111 - Administrative Serv	150 Frank Ogawa Plaza	Exempt Limited Duration Employe	08-JAN-18		NO		
46111 - Administrative Serv	150 Frank Ogawa Plaza	Information Systems Specialist III	07-MAR-11		NO		
46111 - Administrative Serv	150 Frank Ogawa Plaza	Project Manager III	21-AUG-21	YES	NO		
46111 - Administrative Serv	1 Frank Ogawa Plaza	Spatial Data Administrator	13-NOV-02		NO		
46121 - Reprographic Servic	150 Frank Ogawa Plaza	Reprographic Assistant	05-NOV-18		NO		
46121 - Reprographic Servic	150 Frank Ogawa Plaza	Reprographic Assistant	04-JUN-02		NO		
46121 - Reprographic Servic	150 Frank Ogawa Plaza	Reprographic Offset Operator	21-DEC-15		NO		
46121 - Reprographic Servic	150 Frank Ogawa Plaza	Reprographic Shop Supervisor	30-MAY-02		NO		
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	12-DEC-20		NO		
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	16-FEB-16		NO		
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	26-OCT-15		NO		
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Supervisor	09-FEB-04		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Manager I	06-OCT-03		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist I	02-NOV-15		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist I	14-SEP-15		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	05-JUN-17				
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	09-JAN-12				
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	14-NOV-11		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	01-FEB-99		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	10-OCT-16		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	09-OCT-06		NO		
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	27-MAR-06		NO		
46271 - Telecommunication	150 Frank Ogawa Plaza	Information Systems Manager II	24-NOV-03		NO		
46271 - Telecommunication	150 Frank Ogawa Plaza	Telephone Services Specialist	24-AUG-19		NO		
46271 - Telecommunication	150 Frank Ogawa Plaza	Telephone Services Specialist	16-FEB-16		NO		
46271 - Telecommunication	150 Frank Ogawa Plaza	Telephone Services Specialist	17-DEC-91		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Application Developer III	26-AUG-19		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Application Developer III	19-DEC-17		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Application Developer III	05-NOV-07		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Database Administrator	14-SEP-15		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Database Administrator	23-JUN-03		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Database Analyst III	26-APR-99		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Information Systems Manager I	28-AUG-17		NO		
46321 - Systems & Databas	150 Frank Ogawa Plaza	Information Systems Manager II	09-APR-18		NO		
46331 - Systems Operation:	150 Frank Ogawa Plaza	Information System Administrato	15-AUG-05		NO		
46331 - Systems Operation:	150 Frank Ogawa Plaza	Information Systems Specialist II	07-FEB-11		NO		
46331 - Systems Operation:	150 Frank Ogawa Plaza	Information Systems Specialist III	31-AUG-15		NO		

46331 - Systems Operation:	150 Frank Ogawa Plaza:	Information Systems Specialist III	31-AUG-15	
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer II	12-JUN-21	
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer III	21-NOV-16	
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer III	31-MAR-08	NO
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer III	10-MAR-08	NO
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer III	23-APR-07	NO
46341 - Application Develop	150 Frank Ogawa Plaza:	Application Developer III	05-JUN-93	NO
46341 - Application Develop	150 Frank H. Ogawa Pl	Information Systems Manager I	02-NOV-19	NO
46341 - Application Develop	150 Frank Ogawa Plaza:	Spatial Data Analyst III	18-MAR-13	NO
46341 - Application Develop	150 Frank Ogawa Plaza:	Temp Contract Svcs Employee, PT	30-OCT-21	YES NO
46461 - Project Coordinati	150 Frank Ogawa Plaza:	Project Manager II	16-NOV-15	NO
46471 - Network Security &	150 Frank Ogawa Plaza:	Network Architect	22-DEC-14	NO
46471 - Network Security &	150 Frank Ogawa Plaza:	Network Architect	31-MAR-03	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Administrative Analyst I	30-MAR-15	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Electronics Technician	17-AUG-15	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Electronics Technician	20-OCT-08	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Electronics Technician	24-SEP-07	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Information Systems Manager I	23-MAY-16	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Telecommunication Systems Engi	23-FEB-16	NO
46521 - Public Safety Maint	150 Frank Ogawa Plaza:	Telecommunication Systems Engi	20-SEP-00	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Manager I	04-MAR-13	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Manager II	31-OCT-20	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist I	05-SEP-20	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist II	10-OCT-16	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist II	29-JUL-15	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist II	14-JUL-03	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist II	16-DEC-89	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist III	31-MAR-14	NO
46531 - Public Safety Applic	150 Frank Ogawa Plaza:	Information Systems Specialist III	26-MAR-01	NO

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Shereda Nosakhare, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Mayor was submitted on June 23, 2022.

Shereda Nosakhare, Chief of Staff

Type Name & Title

Signature: 
Shereda Nosakhare (Jun 23, 2022 11:15 PDT)

Email: snosakhare@oaklandca.gov

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Mayor's Office

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Libby Schaaf	Sun Kwong Sze	Oliver Gutierrez
Title	Mayor	Special Projects Coordinator	Special Assistant to the Mayor
Address	1 Frank Ogawa Plaza, 3rd Floor	1 Frank Ogawa Plaza, 3rd Floor	1 Frank Ogawa Plaza, 3rd Floor
Phone#	(510) 238-3141	(510) 238-7577	
Email	lschaaf@oaklandca.gov	msze@oaklandca.gov	ogutierrez@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	14		New Hires	5	
Public Contact Positions (PCP)	11	100%	New PCP Hires	3	100%
PCP With Spanish Language Skill	2	18 %	New PCP Hires with SP Skill	1	33%
PCP With Chinese Language Skill	1	9 %	New PCP Hires with CH Skill	0	0 %

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Mayor's Administration	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting	
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Virtual Budget Summit	Yes	Yes	
2. Budget Engagement Surveys	Yes	Yes	
Budget Engagement Video (subtitles)	Yes	Yes	
3. Our Budget Part I			
4. Our Budget Part II			
5. Our Budget Part III			
6. Our Budget Part IV			
7. Budget Town Hall Exit Ticket	Yes	Yes	
8. Budget Town Hall Flyer	Yes	Yes	
9. County Vaccination Roll Out Information	Yes	Yes	
10. Great Oakland Check In Script	Yes	Yes	
11. Mayor's Toy Drive flyer	Yes	Yes	
12. Mayor's Toy Drive instructions	Yes	Yes	
13. Mayor's Toy Drive phone scripts	Yes	Yes	
14. Oakland Resilient Families Pilot Application	Yes	Yes	
15. Oakland Resilient Families Pilot Outreach Flyer	Yes	Yes	Vietnamese
Budget Video (Voiceover)	Yes	Yes	
16. Budget Video 1			
17. Budget Video 2			
18. Budget Video 3			
19. Budget Basics	Yes	Yes	
20. Budget Deficits	Yes	Yes	
21. Budget Fact Sheet	Yes	Yes	
22. Town Hall flyers (social media)	Yes	Yes	
23. Zoom Meeting Troubleshooting	Yes	Yes	
24. Zoom Meeting Language Interpretation	Yes	Yes	
25. COVID-19 Racial Disparities Task Force Meeting Flyer (social media)	Yes	Yes	
26. COVID-19 Alameda County Flyer/Info	Yes	Yes	
27. Candidates Forum for Oakland's Chief of Police	Yes	Yes	
28. Town Hall Thought Exchange Report	Yes	Yes	
29. Town Hall Transcript	Yes	Yes	
30. OPD Asian Liaison Officer AAPI Hate Outreach Material	Yes	Yes	
31. OPD Public Safety Advisory		Yes	
32. OPD/NCPC Monthly Coffee and Tea with Officer and NSC flyer		Yes	
33. Oakland Town Hall	Yes	Yes	
34. Statement for Uvalde shooting	Yes		
35. #OU 1 pager for CBOs and Families	Yes		
36. Tech Check survey postcard	Yes	Yes	Arabic, Vietnamese
37. Tech Check poster	Yes		
38. Hotspot instructions	Yes		
39. #OU Hotspot Video	Yes		
40. Paper Tech Check survey	Yes		
41. ACP flyer for OUSD students and Oakland households	Yes		
42. Tips for Laptop care	Yes		
43. Free refurbished device notification	Yes	Yes	Arabic
Total # of vital documents reported =	43		

Department Name: Mayor's Office
 Fiscal Year: FY2021-2022

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	(510) 238-3141	Completed
Mayor's Toy Drive Hotline	(510) 777-8697	Completed
Oliver Gutierrez	(510) 236-7340	Completed
Sun Kwong Sze	(510) 238-7577	Completed
David Silver	(510) 238-3990	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
City Hall Mayor's Office	1 Frank H. Ogawa Plaza, 3 rd Floor	94612	(510) 238-3141	11	1	9	1	9

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: Mayor's Office announced the survey via ethnic media.	

III. QUALITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

A. Bilingual Public Contact Positions Assessment

Department Name: Mayor's Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
14	11	1	2	Yes	1	1	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Mayor's Office met the requirements of the Equal Access Ordinance. Multilingual staff, interns, and volunteers are always present in the office to provide interpretation services to the greater public in Oakland. In this way, the general LES inquiries are well supported.

In response to the pandemic, the Mayor's Office introduced more remote communication channels to the public with LES accommodations. In addition to Zoom and traditional social media, the Mayor's Office opened up multilanguage support on new social media platforms such as WeChat, which is mainly used by Chinese including Mandarin and Cantonese LEPs. Demonstrated by events like virtual town halls, the mayor's office provided a series of creative ways to engage with the public in Spanish and Chinese. Current PCPs, interns, and volunteers together established a successful interpersonal multilingual communication system. To further enhance equal access, the Mayor's Office offered a number of out-reaching programs for the community. Flyers, notices, and event reminders are offered in various languages to secure the interests of LES communities. Moreover, the Mayor's Office is working closely with several different ethnic media to strengthen the connections with diverse groups.

The Mayor's Office had a total of 11 PCPs this FY 2021-2022. 2 PCPs are Spanish speaking, and 1 is Chinese speaking.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Mayor's Office had staff turnover in 2022, including a bilingual team member, but the office still meets the bilingual PCPs goal as we immediately hired a Spanish-speaking staff to replace the outgoing person. Strengthening the multilingual ability in the Mayor's Office workforce has always been one of the top considerations when recruiting new applicants. The Mayor's Office recruits candidates from a variety of channels to guarantee a diverse candidate pool. Various competency-based assessments are applied to interested candidates to ensure that they have qualified language skills to satisfy the need of LES stakeholders of the office. Take the intern recruiting process as an example; the Mayor's Office first outreaches to different institutions and different community groups/organizations to attract a multi-ethnic candidate pool. Then, the interested multilingual applicants will be carefully evaluated on their writing and speaking skills in languages other than English. Successful candidates are proven effective in providing interpretation services and communicating with LES stakeholders. As a result, in the three most recent intern cohorts, 75% (24 out of 32) of the interns have the multilingual ability sufficient to serve the public with needs.

3. Highlight positive changes, successes, and best practices.

The Mayor's Office strives to provide equal access to all non-English speaking communities. Mayor Schaaf and the staff in the office understand deeply the information access challenges that not-English oriented populations are having. Therefore, the office put out additional programs to make sure that all language communities have equal access to public information. The office is coordinating with multiple ethnic media to frequently get in touch with the LES communities.

One of the highlights of this is that Mayor Schaaf answers questions in Spanish during both in-person and virtual. In an effort to promote information access for Spanish-speaking communities, the Mayor's Office has committed to a radio session with KIQI (1010AM, "Radio Unica") every month to provide public information and communicate with Spanish-speaking communities. By collaborating with KIQI, one of the most influential Spanish-language radio stations based in the Bay Area, the office is able to get connected with nearly 1.5 million Spanish-speaking listeners. Mayor Schaaf hosts both a Spanish-speaking interview and a Spanish-speaking Q&A session on KIQI. Along with the support from Spanish-speaking PCPs, interns, and volunteers, the office successfully connected with the Spanish-speaking communities.

To accommodate Chinese (Mandarin/Cantonese) speaking communities, the Mayor's Office established solid communication channels with the Chinese-Speakers. Office staff regularly attend Chinese community events to develop more connections. During Covid we found that reaching out to Limited English proficiency (LEP) residents, who are not fluent in the English language, was not a challenge with traditional social media. Therefore the Mayor's Office partnered with the Oakland Chinatown Chamber of Commerce to do outreach and information dissemination utilizing the Chamber's network and social media channel. Moreover, the office is collaborating with Chinese ethnic media that allows the office to get in contact with 85% of Chinese-speaking residents in the Bay Area. Public information such as important City updates, events, and news will be broadcasted in Chinese through these platforms to targeted audience, ensuring Chinese-speaking communities' equal informational access. Mayor Schaaf also often engages with the Chinese communities in-person through community events. For example, assisted by the Chinese-speaking staff in the office, she communicated effectively and built connections with Chinese-speaking residents during the Toishan-Oakland Patrol Team celebration event.

Especially at the Town Hall events, multilingual staff, volunteers, and interns were deployed to accommodate residents with different languages. The office provided live chat with the residents in Spanish and Chinese when requested. In the Budget Town Halls, the office offered Spanish and Chinese transcripts and voice-overs for all the videos published on Youtube and ensured that all videos' titles could be searched in different languages online. Additionally, the office plans to hold more town halls supporting the LES communities over the next half year of 2022. The office will also post more important content in different languages to fit the need of LES constituents on social media.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The Mayor's office ensured multi-dimensional accommodation for LES persons. The office not only ensures accurate translation of public information but also carefully considers the cultural sensitivity of the content. A Language Access Coordinator (LAC) is present in the office to train appropriate office personnel on how to provide interpretation services to the public. The

Mayor's Office website is available in other languages, and the hotline's voicemail message is recorded in Spanish and Chinese.

Moreover, the Mayor's office constantly coordinates with the Equal Access Office. Implementing the Equal Access Language Line ensured successful accommodation for the LES public seeking assistance in other various languages.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Language access services information and notices are posted at the front desk's one of the most visible areas. Upon service request, office receptionists will contact the Language Access Coordinator to provide interpretation services for the requester(s). The public can successfully notice the language access services and use the service when needed.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Vital documents are available in threshold languages. Some specific documents were provided in the language of the targeted audience. The Mayor's Office always prepares every single vital document in threshold languages. Yet, when the content of a document pertained solely to the interest of a specific language community (location based event/outreach), such document then was translated to the targeted language.

3. Describe other materials the Department has provided in multiple languages?

Due to the pandemic, the Mayor's Office has limited new physical materials in other languages. However, the office provides extra materials in multiple languages when such a request arises. In addition, the office offers many community resources in multiple languages on social media and other online platforms.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Mayor's Office's mainline maintains recorded voice messages in English, Spanish, and Chinese, providing basic information about the office. All bilingual staff has a recorded message in either Spanish or Chinese on their work phone's voicemail as well. All calls and voicemails in languages other than English have successfully been directed to one of the office personnel with the corresponding language proficiency or by a language interpreter in the Equal Access Office.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The Mayor's Office actively engages with LES populations. All communication and outreach office policies are in conformity with the Equal Access Ordinance. All types of communication are conducted by trained personnel in the office to guarantee accuracy and appropriate cultural sensitivity.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There are no existing language-access complaints against the Mayor's Office on file. All complaints could be submitted to the Mayor's office by email, in person, or by phone. The complaint forms are available at the front desk. If the office receives a complaint regarding language accessibility, the office will consider it seriously and resolve the issues as quickly as possible.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

Oakland is slowly re-opening and recovering from the pandemic. The Mayor's Office will keep providing necessary multilingual services to all constituents in need through creative channels while complying with Covid regulations. The Mayor's Office will continue to closely follow the Equal Access Ordinance and maximize the services that the office can provide to accommodate the LES public. The office will keep a "can-do" attitude to guarantee equal informational access for the LES communities. The Office will keep coordinating with the Equal Access Office and exercise the Equal Access Language Line. All necessary materials will be meticulously translated into threshold languages, and all translated vital information/notices will be accessible to the public through multiple channels. The office plans to develop more innovative ways to connect with LES communities through general media and social events. The Office will keep working to promote transparency about the process of requesting LES accommodations for attendees of the City Council Meetings. More town halls with LES accommodation will be introduced over the next half year. Lastly, the office plans to have more community engagement events with the LES communities.

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITION	LANGUAGE
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Mayor	03-JAN-11		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Mayor's PSE 14	19-MAR-22	YES	YES	Spanish
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor I	30-OCT-21	YES	YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor I	30-MAY-17		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor I	07-APR-08		YES	Chinese
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor II	02-NOV-19		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor III	11-DEC-21	YES	YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor III	05-SEP-17		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor III	07-NOV-16		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor III	12-NOV-02		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Special Assistant to the Mayor III	17-JAN-11		YES	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Student Trainee, PT	12-JUN-21		NO	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Temp Contract Svcs Employee, PT	19-MAR-22	YES	NO	
01111 - Mayor - Administration Unit	City Hall - 3rd Floor	Temp Contract Svcs Employee, PT	05-MAR-22	YES	NO	
*Cinthia Diaz is hired by the Oakland Education Fund and works in the Mayor's Office full time					YES	Spanish

Department Name: Office of the City Attorney
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on July 20, 2022.

A handwritten signature in cursive script that reads "Barbara J. Parker".

BARBARA J. PARKER
CITY ATTORNEY

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Office of the City Attorney

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Mark Forte	Mark Forte
Title	City Attorney	Legal Services Coordinator	Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3827	510-238-2960	510-238-2960
Email	bparker@oaklandcityattorney.org	mforte@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	77		New Hires	14	
Public Contact Positions (PCP)	9	100%	New PCP Hires	4	100%
PCP With Spanish Language Skill	1	11%	New PCP Hires with SP Skill	1	25%
PCP With Chinese Language Skill	1	11%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
General & Complex Litigation Division	
Advisory Division	
Labor & Employment Division	
Operations Division	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Claim Against the City of Oakland	Yes	Yes	Vietnamese
City of Oakland Claims Information	Yes	Yes	Vietnamese
FAQs: Regarding Oakland's Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)	Yes	Yes	Vietnamese
FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020)	Yes	Yes	Vietnamese
FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place	Yes	Yes	Vietnamese
FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place	Yes	Yes	Vietnamese
Total # of vital documents reported =	6		

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the City Attorney – Reception Desk	510-238-3601	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The City Attorney's Office remains closed to the public due to the pandemic. Therefore, we were unable to distribute the survey in person. The Department posted the Language Assessment Survey on our website, www.oaklandcityattorney.org , for four weeks. The Office did not receive any completed surveys.	

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
77	10	1	1	Yes	1	1	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The City Attorney's Office remains compliant with the City's Equal Access Ordinance.

During FY 2021-2022, the City Attorney's Office had eighty-four authorized FTE's. As of June 2022, seventy-seven of these positions were filled with FTEs. The total number of positions identified as Public Contact Positions (PCPs) remained unchanged, with a total of ten. (Five NLC Attorneys, two Public Service Representatives, one Claims Investigator, one Open Government Coordinator and one Agency Administrative Manager - Frozen).

At the beginning of the fiscal year, two of the Office's PCP positions were staffed by bilingual employees. One Chinese-speaking employee (Claim Investigator III), and one Spanish-speaking employee (NLC Attorney). During the fiscal year, our Spanish-speaking NLC Attorney was promoted to Deputy City Attorney, a non-PCP position, with our office. She remains available to provide translation services to the public as needed.

In addition to the vacancy created by this promotion, three other PCP positions became vacant during this fiscal year (one Public Service Representative (PSR) and three NLC Attorney's). One vacant PCP position remained frozen (Agency Administrative Manager). The City Attorney filled one of the four PCP vacancies with a bilingual employee (NLC Attorney).

The Office continues to meet the City's goal for bilingual employees as a percentage of PCP personnel. In addition to the bilingual staff in PCP positions, the City Attorney's office has four Chinese speaking employees, three Spanish speaking employees, and one Vietnamese speaking employee in non-PCP positions. All of these employees are available to assist the public, in the event the employees in the PCP positions are unavailable.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The department posts job announcements on various recruitment platforms, including sites intended to recruit Spanish and Chinese speaking applicants. These efforts consistently produce a pool of qualified candidates for consideration. The department's efforts continue to provide a ratio of bilingual employees that exceeds the City's standards.

3. Highlight positive changes, successes, and best practices.

The department continues our use of PCP and non-PCP bilingual employees to provide language access services to the public. The Office also utilized the interpretive services provided by the Equal Access Department to provide oral translation services to the public.

These methods have been successful, as Limited English Speaking (LES) persons receive have continued to receive equal and fair access to the City services provided by our department.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

There are no additional measures to report. The City Attorney's office will continue to utilize PCP and non-PCP employees the City has certified as bilingual in the target languages to assist the public as the need arises. This method has proven successful, as LES persons have received the same level of service as English-speaking constituents

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

The required notices remain posted in City Hall, One Frank H. Ogawa Plaza, at the City Attorney's sixth floor reception area, on the wall and on the counter. Additionally, the notices are available on the City Attorney's website.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Each of the City Attorney's vital documents are available in the threshold languages (Spanish and Chinese). Additionally, the Claim form and information packet are also available in Vietnamese. These documents are available to the public online and in the sixth-floor reception area at City Hall, One Frank H. Ogawa Plaza. During this pandemic, City Attorney staff have provided these documents to constituents via mail if they were unable to access them online.

3. Describe other materials the Department has provided in multiple languages?

The City Attorney's Office publishes all frequently asked questions (FAQ's), on our website in English, Spanish and Chinese. A partial list of FAQ's available in threshold languages is as follows:

- a. FAQs: Regarding Oakland's Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)
- b. FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020)
- c. FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place
- d. FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place
- e. FAQ: Oakland's Hotel Workers Protection & Employment Standards Ordinance (Effective Dec. 23, 2018)

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The City Attorney front desk phone line remains equipped with a multilingual telephone message. The message system has options to select a number to be directed to the message in either Spanish, Mandarin or Cantonese. City Attorney staff members recorded these messages.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The City Attorney's Office remains closed to the public due to the pandemic. Our Office orally informs the population of their right to bilingual services when responding to constituents via telephone, and in writing when responding to constituents via email. The department's vital forms and publications remain available on the City Attorney's website in Spanish and Chinese.

Notification of the right to bilingual services is available at the City Attorney reception desk and remains accessible to the public when our Office reopens for in-person service.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The City Attorney's Office did not receive any complaints regarding the provision of bilingual oral and written services. Should a complaint be received, the City Attorney would follow the Equal Access Ordinance's procedure for documenting actions surrounding complaints.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

To ensure that all Oakland residents have equal and fair access to City Services, the City Attorney's Office plans to:

- a. Continue to recruit bilingual staff by posting job announcements for PCPs in targeted website and publications.
- b. Maintain the departments vital documents in the threshold languages and ensure that any new vital documents are translated.
- c. Maintain prominent placement of signage alerting the public of language access assistance will at the customer service counter.
- d. Ensure that any frequently asked questions (FAQ's) published by the department, are translated into the threshold languages.

Office of City Attorney						
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	City Attorney	29-APR-91		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Deputy City Attorney II	01-AUG-18		NO	Spanish
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Deputy City Attorney II	05-JUL-16		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Deputy City Attorney III	16-AUG-21	YES	NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	01-AUG-20		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Executive Assistant to the City Attorney	28-SEP-12		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Exempt Limited Duration Employee	22-JAN-22	YES	NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Information System Administrator	24-OCT-16		NO	Chinese-Mandarin
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Information Systems Specialist II	14-AUG-04		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	15-NOV-21	YES	NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-18		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	27-FEB-17		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	29-SEP-14		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91		NO	Vietnamese
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Administrative Assistant, Sup	11-DEC-95		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Legal Support Supervisor	03-JAN-17		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Manager, Legal Administrative Services	07-JUL-97		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Open Government & Legal Services Coord	24-NOV-14		YES	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	22-JAN-22	YES	NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	20-SEP-21	YES	NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	31-OCT-20		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	18-APR-20		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	30-NOV-19		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	11-DEC-17		NO	Chinese
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	13-NOV-17		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	28-SEP-15		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Paralegal	02-APR-01		NO	
04111 - City Attorney Administration Unit	One Frank Ogawa Plaza	Public Service Representative	05-MAR-22	YES	YES	
04211 - Litigation Unit	One Frank Ogawa Plaza	City Attorney, Assistant	02-JUN-14		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Claims Investigator III	22-JUN-15		YES	Chinese
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	20-SEP-21	YES	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	10-JUN-19		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	28-MAY-19		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	06-APR-19		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	04-FEB-14		NO	Chinese-Cantonese
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	08-JUN-15		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	14-JUN-10		NO	Spanish
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	16-FEB-21		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	24-FEB-18		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	14-MAY-12		NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Executive Asst to the Asst City Attorney	01-JUL-93		NO	Chinese-Cantonese
04311 - Advisory Unit	One Frank Ogawa Plaza	City Attorney, Assistant	01-NOV-88		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	11-JAN-20		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	17-JAN-13		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	05-MAR-22	YES	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	19-FEB-22	YES	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	05-FEB-22	YES	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	25-JUL-20		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	30-NOV-19		NO	

04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	04-JAN-19		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	24-SEP-18		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	09-APR-18		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	09-JAN-17		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-JAN-22	YES	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	07-JAN-19		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	11-DEC-17		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	02-SEP-08		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-AUG-01		NO	Spanish
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	04-JUN-18		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Executive Asst to the Asst City Attorney	26-AUG-13		NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-SEP-20		NO	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Deputy City Attorney II	28-NOV-20		NO	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Deputy City Attorney V	14-OCT-19		NO	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	28-NOV-20		YES	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	19-MAR-22	YES	YES	Spanish
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	05-FEB-22	YES	YES	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	23-AUG-21	YES	YES	
04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	14-MAR-20		YES	
04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney III	04-JAN-21		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	03-AUG-15		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	10-NOV-14		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	21-AUG-06		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Special Counsel	28-DEC-19		NO	
04511 - Labor/Employment	One Frank Ogawa Plaza	Special Counsel - Labor & Employment	15-APR-13		NO	

Department Name: Police Department
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, LeRonne L. Armstrong, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Police Department was submitted on June 30, 2022.

A handwritten signature in blue ink, appearing to read "LeRonne L. Armstrong". The signature is stylized and fluid, with a large loop at the beginning.

LeRonne L. Armstrong, Chief of Police

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Police Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	LeRonne Armstrong	Yvette Crowell	Lynette Hart
Title	Chief of Police	Administrative Analyst II	Human Resources Manager
Address	455 7 th Street, 8 th Floor	455 7 th Street, 7 th Floor	455 7 th Street, 7 th Floor
Phone#	510-238-3365	510-238-2288	510-238-6095
Email	LArmstrong@oaklandca.gov	YCrowell@oaklandca.gov	LHart@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	992		New Hires	250	
Public Contact Positions (PCP)	807	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	151	19 %	New PCP Hires with SP Skill	1	100%
PCP With Chinese Language Skill	39	5%	New PCP Hires with CH Skill	0	

Table 2A.1 New Hire Analysis for FY 21-22	# FT/PT	PCP	Spanish Speaking		Chinese Speaking	
			#	%	#	%
Administrative Analyst II	1					
Account Clerk II	1					
Administrative Assistant II	1					
Business Analyst III	1					
Crime Analyst	2					
Exempt Limited Duration Employee	1					
Executive Assistant to the Director	1					
Forensic Technician	1					
Intake Technician	2					
Police Communications Dispatcher	21	2	1	50%		
Police Cadet	3					
Police Officer	74					
Police Performance Auditor	1					
Police Property Specialist	1					
Police Officer Trainee	128					
Project Manager II	1					
Police Records Specialist	7					
Police Services Manager I	1					
Temporary Contract Services Employee	2					
Grand Total	250	2	1		1	

Department Name: Police
 Fiscal Year: FY2021-2022

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Police Communications Dispatcher (Spanish)	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
Police Communications Dispatcher (Chinese)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Candidate successfully passed the bilingual test on 10/13/21.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
SEE ATTACHMENT	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: A new bureau was created titled Bureau of Risk Management that includes the Internal Affairs Division, Training Division, Professional Development and Wellness Unit, Office of Internal Accountability, and PAS Administration Unit.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Communications Division	SP=1	CH =1	SP= 10 CH =4
Records Division	SP= N/A	CH = N/A	SP= 3 CH =2
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
(TF-2096) Notification to Serve Crime Victims	Yes	Yes	
(TF-3098) Filing a Complaint	Yes	Yes	
Sexual Assault Resource Card – Marsy’s Card	Yes	Yes	
(TF-862-2) Citizen Crime Report	Yes	Yes	
(TF-3202) Tow Resource Guide	Yes	Yes	
(TF-869) Resource Card for Victims of Violent Crimes	Yes	Yes	
Courtesy Warning for Parked Cards	Yes	Yes	
(TF-3168) Identity Theft	Yes	Yes	
(TF-2093) Vehicle Release Free (stored vehicles)	Yes	Yes	
Safety Tips – Avoid Being a Robbery Victim	Yes	Yes	
(TF-3354) Mental Health Resource Card	Yes	Yes	
(TF-3211) Laws Governing Peddler & Vendors	Yes	Yes	
(TF-3330) Youth & Family Services Resource Brochure	Yes	Yes	
Commercial Security Tips and Facts	Yes	Yes	
(TF-748) Vehicle Release Form	Yes	Yes	
(TF-3053) Business Information Record Card	Yes	Yes	
Police Commission Member Application Form	Yes	Yes	
Miranda Rights – Text	Yes	Yes	Vietnamese
Illegal Food Vending Handout	Yes	Yes	
Petition to Seal & Destroy Arrest Records	Yes	Yes	
ATM Safety Tips	Yes	Yes	
Holiday Safety Tips	Yes	Yes	
Miranda Rights	Yes	Yes	
Safety Brochure	Yes	Yes	
Immigration Policy 415	Yes	Yes	
Miranda Statement	Yes	Yes	
Oakland Door Hanger	Yes	Yes	Vietnamese
Flavored Tobacco Ordinance	Yes	Yes	Vietnamese/Farsi / Arabic
Gun Fire Alert Notice	Yes	Yes	Vietnamese
Phone Script	Yes	Yes	
U Visa Certification	Yes	Yes	
Town Hall Meeting	Yes	Yes	
Eastlake Merchant Meeting	Yes	Yes	Vietnamese
Tow Warning Notice	Yes	Yes	
Neighborhood Services Resource Card	Yes	Yes	Vietnamese
Business Card	Yes	Yes	Vietnamese/ Arabic
Marsy’s & AB1312	Yes	Yes	Vietnamese
Avoid Being a Victim		Yes	
Helpful Numbers	Yes	Yes	Vietnamese
(TF-3350) Missing Person Resource Card	Yes	Yes	
Victim Services Safety Tips	Yes	Yes	

Department Name: Police
 Fiscal Year: FY2021-2022

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Chief of Police	510-238-3365	In Progress
Internal Affairs Division	510-238-3161	Completed
Patrol Desk (Information)	510-238-3455	In Progress
Drug/Prostitution Hotline	510-238-3784	Completed
Fireworks Hotline	510-238-2373	Completed
Sexual Assault Tip Line	510-637-0298	Completed
Traffic Complaint	510-238-3155	In Progress
Chinatown Substation	510-238-7930	Completed
Criminal Investigation Division	510-238-3744	In Progress
Emergency	510-777-3211	Completed
Non-Emergency	510-777-3333	Completed
Records Division	510-238-3021	In Progress

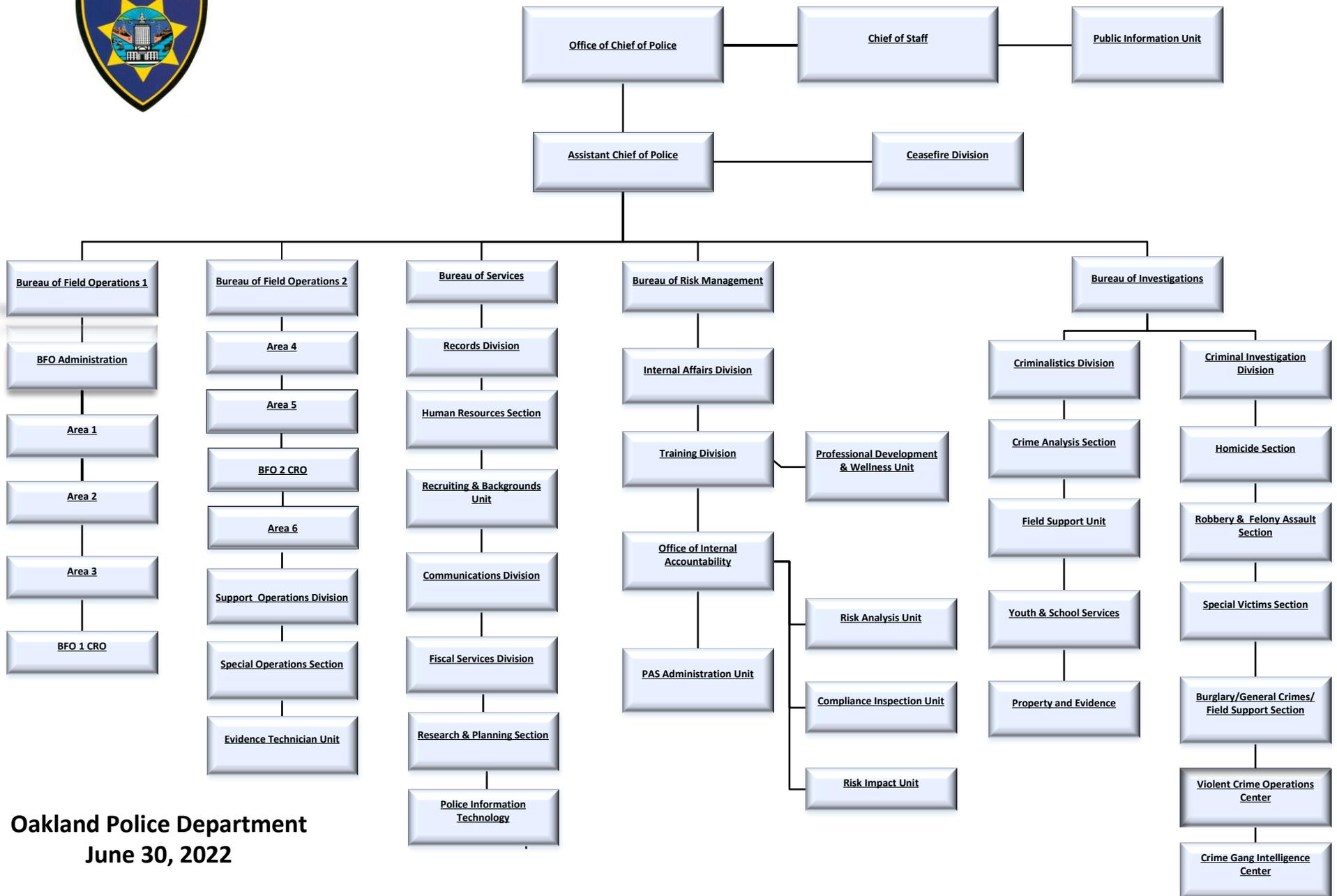
Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Police Administration Building	455 7 th Street	94607	510-238-3455	481	94	20%	26	5%
Eastmont Sub-Station	2651 73 rd Avenue	94605	510-777-8500	207	41	20%	6	3%
Communications Division	7101 Edgewater	94621	510-777-3333	77	10	14%	4	5%
Recruiting and Backgrounds Unit	250 Frank H. Ogawa Plaza	94612	510-238-3339	8	3	38%	0	0%
Internal Affairs Division	250 Frank H. Ogawa Plaza	94612	510-238-3161	26	2	7%	3	11%
Domestic Violence Unit	470 27 th Street	94612	510-547-2505	8	N/A	N/A	N/A	N/A

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: <i>To properly activate the commencement of the Language Assessment Survey, information associated with the survey was emailed to the entire department capitalizing on the importance of having the public complete the survey. Additionally, divisions/sections/units known to work closely with the public were contacted to ensure they were aware of methods such as social media networks (i.e., Facebook and Instagram) available to obtain an increased number of completed surveys.</i>	



Oakland Police Department
June 30, 2022

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
992	807	109	151	Yes	49	39	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2021.

1. **Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).**

The Oakland Police Department (OPD) has an authorized strength of 737 sworn and 352.50 professional staff (i.e., part time and full time) personnel. Of the approximately 807 public contact positions, there are 151 Spanish and 39 Chinese bilingual employees assigned to various divisions throughout the department including but not limited to the following: Communications Division, Records Division, Internal Affairs Division, Criminal Investigation Division, Special Operations Division, Training Division, Field Operations, and the Office of Chief of Police.

During this reporting period, the Oakland Police Department (OPD) exceeded the current threshold of 11% for those that were proficient in Spanish. The Department did not meet the 5% for those that were proficient in Chinese. Although OPD made every effort to meet the Chinese-speaking goal, one (1) issue that affected the recruitment for classifications that were deemed select certified Chinese is low application submissions. OPD did strategize its recruitment efforts for these classifications by utilizing trust-building officers assigned to the Chinese community in Oakland Chinatown. Chinese translated recruitment material such as brochures/flyers/guides and resource cards were made available to the officers assigned to Chinatown to try and offset the issue of low application submissions and promote the community awareness for positions that were deemed select certified Chinese.

OPD will continue its outreach efforts to the Chinese and Spanish speaking populations through the following recruitment efforts:

- *Advertising bilingual recruitments in various publications.*
- *Providing educational materials in the appropriate languages and placing them in highly visual areas where the public is serviced.*
- *Ensuring the OPD Spanish and Chinese speaking sworn, and professional staff respond to inquiries and attend community events.*
- *Continuously working with Trust Building Officers in the Fruitvale area and Chinatown to increase pool of bilingual candidates.*

2. **Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.**

The Oakland Police Department has attended over 120 events including festivals, fairs, and school career days from 7/1/21 to 6/28/22. OPDs webinars and online conference events had Spanish and Chinese-speaking representatives available for audiences that required bilingual translations. All handed out flyers that were made available for the Spanish and Chinese communities. The City of Oakland website maintained continuous recruitment for Police Officer Trainees and selected certification for bilingual Police Communications Dispatchers.

3. **Highlight positive changes, successes, and best practices.**

The Table below provides an overview of the demographic information for the 186th and 187th Academies that occurred during fiscal year 2021-22. OPD received 3,572 applications, and of those applicants 1054 speak Spanish and 104 speak Chinese.

Stages	# Of Applicants		Bilingual Spanish		Bilingual Chinese	
Applications Received	3572		1054		104	
Passed the Supplemental Questionnaire Screening and Invited to take the written exam	3453	97%	1006	95%	96	92%
Invited to OPD’s Physical Ability Test or submitted Work Sample Test Battery (WSTB) results	1336	37%	416	39%	43	41%
Invited to Oral Exam	690	19%	240	23%	23	22%
Referred to Department	327	9%	106	10%	6	6%
Invited to Academies	65	2%	17	2%	1	1%
Academies Graduation	57	2%	8	1%	1	1%

4. **Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.**

The additional measures implemented to ensure LES persons are provided with meaningful access to City services information such as the revised Missing Person Resource Card and Victim Services Safety tips that are available in the lobby of the Police Administration Building placed in highly active areas where the public is provided services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

- *Records Division (third floor), Patrol Desk Lobby (first floor), and Office of the Chief of Police (eighth floor) located in the Police Administration Building [PAB (455 7th Street)]*
- *Eastmont Sub Police Station (2651 73^d Avenue)*
- *Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)*
- *Recruiting and Backgrounds Unit (250 Frank H. Ogawa Plaza, Suite D)*
- *Special Victims Unit (470 27th Street)*

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Department has translated one hundred percent (100%) of its vital documents.

3. Describe other materials the Department has provided in multiple languages?

OPD's website provides a Google translate drop down at the top on the first page of the website. This feature provides community members with the ability to translate reports, forms, and articles on the website in multiple languages.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OPD has maintained phone message recordings in Chinese and Spanish languages for public contact units. The Department currently has 8 lines that are recorded for multilingual users. Please refer to Table 5 Multilingual Telephone Recordings in the Quantitative Assessment.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

OPD follows Administrative Instruction 145 and the Equal Access Ordinance by informing LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both languages and vital documents required for the public are translated and made available in the required languages.

2. **State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).**

There were no complaints for this fiscal year regarding the provision of bilingual oral and written services. All Departmental personnel have received specific training on how to handle the complaint process. The Departments General Order M-3 regarding complaints set forth the procedures.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
- *Continue to ensure new vital documents are translated as soon as possible.*
 - *Continue to recruit in LES communities to ensure the pool of candidates are well represented.*
 - *Continue to increase relationships with LES individuals through our community outreach and community policing efforts.*
 - *Continue to maintain bilingual staff in all public contact positions.*
 - *Attend as many multi-cultural events in the upcoming year as California re-opens due to the pandemic.*
 - *Work with Trust Building Officers to engage the community and recruit for more public contact position employees.*

Oakland Police						
101110 - Office of Chief - Administration	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	NO	Spanish
101110 - Office of Chief - Administration	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	NO	
101110 - Office of Chief - Administration	455 7th Street	Chief of Police, Assistant	13-SEP-94		NO	
101110 - Office of Chief - Administration	455 7th Street	Chief of Police	22-FEB-99		YES	
101110 - Office of Chief - Administration	455 7th Street	Executive Assistant to the Director	10-JUL-21	YES	NO	
101110 - Office of Chief - Administration	455 7th Street	Lieutenant of Police (PERS)	06-FEB-12		YES	
101112 - Public Information Unit	455 7th Street	Assistant to the Director	30-NOV-19		NO	
101112 - Public Information Unit	455 7TH STREET, 1ST FLOOR	Police Officer (PERS)	11-JUL-88		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Intake Technician	08-JAN-22	YES	YES	Spanish
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	19-JUN-00		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	17-MAY-02		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Lieutenant of Police (PERS)	21-FEB-11		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	15-OCT-07		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Intake Technician	21-NOV-15		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Administrative Analyst II	26-OCT-15		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	06-JAN-97		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Intake Technician	19-MAR-22	YES	YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Records Supervisor	15-DEC-86		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Lieutenant of Police (PERS)	03-AUG-98		YES	Spanish
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Records Specialist	27-MAR-18		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Captain of Police (PERS)	11-SEP-06		YES	Chinese - Cantonese
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Records Specialist	05-FEB-22	YES	YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES	Chinese - Mandarin
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Records Specialist	20-JAN-14		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Intake Technician	17-JAN-17		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Officer (PERS)	11-DEC-06		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Administrative Analyst II	30-SEP-91		NO	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	16-JUN-94		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	30-MAY-00		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	11-SEP-06		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	26-FEB-07		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	14-FEB-00		YES	
101120 - Internal Affairs	250 Frank Ogawa Plaza	Police Officer (PERS)	25-SEP-13		YES	Polish
101120 - Internal Affairs	250 Frank Ogawa Plaza	Intake Technician	26-SEP-16		YES	Chinese-Cantonese
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Officer (PERS)	02-JUL-18		No	Spanish
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Program & Performance Audit Sup	29-NOV-04		No	
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Administrative Analyst II	08-APR-13		No	Chinese - Cantonese/ Chinese - Mandarin
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Program & Performance Audit Sup	17-OCT-20		No	
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Performance Auditor	13-MAR-06		No	
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Performance Auditor	12-SEP-16		No	
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Police Performance Auditor	08-FEB-20		No	
101130 - Office of the Inspector General	455 7TH STREET, 9TH FLOOR	Deputy Chief of Police (PERS)	04-MAY-98		No	Chinese-Cantonese
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	10-JUL-21	YES	YES	
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	22-MAY-00		YES	
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	26-FEB-07		YES	Spanish
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	26-FEB-07		YES	
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Sergeant of Police (PERS)	30-JUL-01		YES	
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	06-NOV-01		YES	
101140 - Intelligence Unit	455 7TH STREET, ROOM 400	Police Officer (PERS)	12-JUL-93		YES	Spanish
102120 - Property and Evidence	455 7TH STREET, B-58	Police Services Technician II	10-MAR-97		YES	
102120 - Property and Evidence	455 7TH STREET, B-58	Sergeant of Police (PERS)	25-MAR-13		YES	
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	25-AUG-87		YES	
102120 - Property and Evidence	455 7TH STREET, B-58	Sergeant of Police (PERS)	11-SEP-06		YES	

102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	18-JUL-87		YES	Tagalog
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Supervisor	15-JUL-06		YES	Spanish
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	16-APR-22	YES	YES	Spanish
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	27-JUN-20		YES	
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	19-JUN-02		YES	
102120 - Property and Evidence	455 7TH STREET, B-58	Police Property Specialist	11-JAN-10		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	26-JUN-21		YES	Spanish
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	02-JUN-18		YES	Twi
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	10-NOV-12		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	03-OCT-88		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-JAN-99		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Chinese-Cantonese
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-JUL-16		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
102130 - Special Victims Section	455 7th Street	Police Records Specialist	30-DEC-17		YES	
102130 - Special Victims Section	470 27th Street	Police Records Specialist	14-APR-03		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	13-FEB-08		YES	
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	04-OCT-95		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese - Cantonese
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Chinese - Cantonese
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	17-SEP-12		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	23-JUN-00		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	
102130 - Special Victims Section	470 27th Street	Police Officer (PERS)	15-OCT-07		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	30-JUN-08		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	17-NOV-18		YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	17-JUN-17		YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	25-JAN-10		YES	
102130 - Special Victims Section	455 7th Street	Lieutenant of Police (PERS)	22-APR-02		YES	Chinese-Cantonese
102140 - Research, Planning & Crime Analysis	455 7th Street	Project Manager II	15-MAY-21		NO	
102140 - Research, Planning & Crime Analysis	455 7th Street	Management Assistant	19-JAN-15		NO	
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	09-MAY-16		NO	
102280 - Crime Analysis Section	455 7th Street	Police Services Manager I	25-JAN-16		NO	
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	26-JAN-19		NO	

102280 - Crime Analysis Section	455 7th Street	Crime Analyst	19-MAR-22	YES	NO	Igbo
102280 - Crime Analysis Section	455 7th Street	Administrative Analyst II	19-JUN-06		NO	
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	05-FEB-22	YES	NO	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	08-DEC-14	YES	YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	05-MAY-08		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	15-MAR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	19-OCT-92		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	08-SEP-18		YES	
102310 - Criminal Investigations	455 7th Street	Sergeant of Police (PERS)	14-FEB-00		YES	
102310 - Criminal Investigations	455 7th Street	Administrative Analyst II	23-OCT-89		YES	Tagalog/Filipino
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		YES	Cantonese
102310 - Criminal Investigations	455 7th Street	Exempt Limited Duration Employee	07-JAN-13		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	17-MAY-18		YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	02-DEC-13		YES	Chinese-Cantonese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	20-AUG-12		YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Records Specialist	18-FEB-14		YES	Chinese - Cantonese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	29-MAY-10		YES	
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	18-APR-97		YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	28-APR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	05-MAY-07		YES	
102310 - Criminal Investigations	455 7th Street	Deputy Chief of Police (PERS)	23-MAR-98		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	24-MAR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	29-OCT-12		YES	
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	27-APR-15		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	01-JUN-19		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	03-MAR-03		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	26-JUN-21		YES	Spanish
102320 - Homicide	455 7TH STREET	Sergeant of Police (PERS)	26-JUN-00		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	26-JUN-21		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	13-MAR-06		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Cambodian
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	12-SEP-11		YES	Spanish
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	06-FEB-06		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Chinese-Cantonese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	20-FEB-12		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	07-DEC-00		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Records Specialist	01-JUL-13		YES	

102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Chinese - Mandarin
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	14-NOV-20		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	12-JUL-08		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	12-DEC-01		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	12-AUG-99		YES	Tagalog/Filipino
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Lieutenant of Police (PERS)	30-MAY-00		YES	Vietnamese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	08-JUN-98		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102330 - Robbery & Burglary Section	455 7th Street	Lieutenant of Police (PERS)	08-MAY-00		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Farsi
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	02-OCT-03		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	Tagalog/Filipino
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Records Specialist	02-JUN-97		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Cantonese
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	06-JAN-14		YES	Punjabi
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
102342 - Violent Crime Operations Center	455 7th Street	Lieutenant of Police (PERS)	20-FEB-97		NO	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	25-MAR-13		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Arabic
102342 - Violent Crime Operations Center	455 7th Street	Crime Analyst	02-DEC-13		NO	
102342 - Violent Crime Operations Center	455 7th Street	Captain of Police (PERS)	08-MAR-99		YES	
102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish

102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102342 - Violent Crime Operations Center	455 7th Street	Lieutenant of Police (PERS)	15-JAN-03		NO	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Tagalog
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	28-AUG-06		YES	Cambodian
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
102342 - Violent Crime Operations Center	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	French
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	10-JUL-21	YES	YES	
102350 - Youth & School Services Section	470 27th Street	Sergeant of Police (PERS)	22-NOV-99		YES	
102350 - Youth & School Services Section	455 7th Street	Police Records Specialist	29-FEB-16		YES	Spanish
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	01-NOV-10		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	17-FEB-03		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-AUG-08		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	20-OCT-08		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	09-NOV-15		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	22-FEB-20		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-07		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner III	30-JUL-07		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	10-MAR-15		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	14-JAN-17		NO	
102610 - Criminalistics Unit	455 7th Street	Office Assistant II	27-NOV-95		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	11-JAN-20		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist I	04-DEC-17		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-NOV-13		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	05-OCT-19		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-01		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	08-FEB-20		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	20-OCT-08		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist I	18-MAY-19		NO	
102610 - Criminalistics Unit	455 7th Street	Manager, Crime Laboratory	13-AUG-07		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	26-MAY-15		NO	
102610 - Criminalistics Unit	455 7th Street	Temp Contract Svcs Employee, PT	05-FEB-22	YES	NO	
102610 - Criminalistics Unit	455 7th Street	Forensic Technician	05-SEP-20		NO	
102610 - Criminalistics Unit	455 7th Street	Forensic Technician	07-AUG-21	YES	NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-APR-11		NO	Chinese-Cantonese
103110 - Bureau of Services - Administration Unit	455 7th Street	Project Manager III	14-AUG-06		NO	
103110 - Bureau of Services - Administration Unit	455 7th Street	Lieutenant of Police (PERS)	28-JAN-08		NO	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-APR-97		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-JUN-15		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	07-SEP-19		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	16-DEC-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-FEB-14		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	24-AUG-09		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	02-FEB-98		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	17-NOV-14		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	27-MAR-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-05		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-MAY-03		YES	Chinese-Cantonese

103242 - Records & Warrants	455 7th Street	Police Records Specialist	20-MAR-21		YES	
103242 - Records & Warrants	455 7th Street	Police Services Manager I	27-JUN-88		NO	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	05-AUG-13		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	06-FEB-21		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-JAN-22	YES	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	11-DEC-21	YES	YES	
103242 - Records & Warrants	455 7th Street	Police Services Technician II	25-AUG-18		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	19-SEP-20		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-JAN-05		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-JUN-90		YES	Vietnamese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	25-MAR-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-14		YES	Chinese-Cantonese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-JUN-19		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	11-Jun-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-APR-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-APR-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-Apr-22	YES	YES	Chinese-Cantonese
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	19-MAR-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-FEB-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-FEB-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-FEB-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	22-JAN-22	YES	YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	07-FEB-11		YES	Chinese-Cantonese
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	22-JAN-22	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Records Specialist	19-SEP-20		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	Tagalog
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-OCT-21	YES	YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	26-JUN-21		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	03-APR-21		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	03-APR-21		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	05-SEP-00		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	13-JUL-19		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	29-JUN-19		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	18-MAY-19		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	18-MAY-19		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher, Senior	02-APR-01		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-NOV-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-NOV-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher, Senior	09-JUL-01		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Temp Contract Svcs Employee, PT	19-MAR-22	YES	NO	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-NOV-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	22-SEP-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	28-JUL-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	14-JUL-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	14-JUL-18		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-JUN-17		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	27-FEB-16		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-DEC-15		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	21-NOV-15		YES	Vietnamese
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	10-NOV-15		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	24-OCT-15		YES	

103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	06-JUL-15		YES	Chinese-Cantonese
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	06-JUL-15		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	09-FEB-15		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-JAN-15		YES	Cantonese
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-DEC-13		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	29-OCT-12		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher, Senior	06-OCT-97		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	07-FEB-11		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Operator	15-JUL-17		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Manager	10-NOV-97		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	07-FEB-11		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	08-JAN-11		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	29-MAR-10		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	29-MAR-10		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Operator	17-JUN-17		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	14-JAN-08		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	31-MAR-08		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	28-FEB-05		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	16-APR-01		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-SEP-00		YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	29-MAR-10		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Administrative Analyst II	07-JUL-97		NO	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	25-OCT-99		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	02-SEP-99		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	05-OCT-98		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	06-OCT-97		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	12-APR-93		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	15-JUL-91		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	27-NOV-00		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Supervisor	24-APR-06		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	17-SEP-74		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	14-May-22		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-Apr-22		YES	
103310 - Communications Unit	7101 Edgewater Drive, Bldg 8	Police Communications Dispatcher	30-Apr-22		YES	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	13-MAR-00		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	22-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	12-DEC-20		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	29-07-2019		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	12-DEC-20		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	19-FEB-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUN-01		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	19-FEB-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	19-FEB-22	YES	NO	Arabic
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-FEB-22	YES	NO	Spanish

103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	18-SEP-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	13-NOV-21	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-FEB-22	YES	NO	Tagalog
103430 - Training Unit	455 7th Street	Police Officer Trainee	30-OCT-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	06-NOV-97		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-FEB-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	12-Mar-18	YES	NO	Arabic
103430 - Training Unit	455 7th Street	Police Officer (PERS)	19-FEB-97		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	16-OCT-21	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	28-Jul-18	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	24-AUG-19		NO	Spanish
103430 - Training Unit	455 7th Street	Police Records Specialist	16-OCT-89		NO	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Police Officer Trainee	02-OCT-21	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	18-Sep-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	30-OCT-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-FEB-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Tibetan/Hindi
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Lieutenant of Police (PERS)	26-SEP-96		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	21-FEB-11		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	7-Mar-20	YES	NO	Korean
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	Chinese - Cantonese
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Cantonese/Chinese/Spanish/Mandarin
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	22-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	07-FEB-00		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	22-AUG-20		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer (PERS)	14-SEP-98		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	15-MAY-00		YES	

103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Reprographic Offset Operator	05-NOV-90		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	
103430 - Training Unit	455 7th Street	Administrative Analyst II	20-OCT-08		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	02-APR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Records Specialist	08-JUL-96		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-Oct-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Spanish/French
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-Nov-21	YES	NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	Samoah
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	05-MAR-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	10-Jul-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JAN-22	YES	NO	
103430 - Training Unit	455 7th Street	Police Officer Trainee	14-May-22		NO	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	13-NOV-21	YES	NO	
103430 - Training Unit	455 7th Street	Police Records Specialist	29-AUG-01		NO	Tagalog/Filipino
103430 - Training Unit	455 7th Street	Police Officer (PERS)	16-OCT-21	YES	NO	
106210 - Police Personnel	455 7th Street	Administrative Analyst II	21-NOV-16		NO	
106210 - Police Personnel	455 7th Street	Courier	08-FEB-20		NO	
106210 - Police Personnel	455 7th Street	Administrative Analyst II	09-DEC-85		NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk II	12-MAY-14		NO	
106210 - Police Personnel	455 7th Street	Administrative Analyst II	15-OCT-90		NO	
106210 - Police Personnel	455 7th Street	Police Personnel Operations Specialist	19-JUN-06		NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	30-JAN-06		NO	Spanish
106210 - Police Personnel	455 7th Street	Police Services Manager I	05-MAR-22	YES	NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	08-OCT-07		NO	Spanish
106210 - Police Personnel	455 7th Street	Police Records Specialist	25-JUN-07		NO	
106410 - Police Information Technology	455 7th Street	Exempt Limited Duration Employee	29-MAY-21		NO	
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	26-JUN-21		NO	
106410 - Police Information Technology	455 7th Street	Police Services Technician II	19-NOV-07		NO	
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	09-JUL-07		NO	
106410 - Police Information Technology	455 7th Street	Business Analyst II	12-MAR-18		NO	
106410 - Police Information Technology	455 7th Street	Business Analyst III	18-Sep-21	YES	NO	

106510 - Fiscal Services	455 7th Street	Accountant II	19-OCT-19		NO	
106510 - Fiscal Services	455 7th Street	Grants Coordinator	30-JAN-17		NO	
106510 - Fiscal Services	455 7th Street	Account Clerk III	27-MAY-14		NO	
106510 - Fiscal Services	455 7th Street	Administrative Analyst II	29-OCT-90		NO	Spanish
106510 - Fiscal Services	455 7th Street	Exempt Limited Duration Employee	14-May-22	YES	NO	
106510 - Fiscal Services	455 7th Street	Account Clerk II	14-May-22	YES	NO	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	03-OCT-11		YES	Spanish
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Records Specialist	04-SEP-21	YES	YES	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Administrative Analyst II	23-APR-18		NO	Chinese-Cantonese
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Personnel Operations Specialist	16-AUG-99		NO	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	26-JUN-21		YES	Spanish
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	12-DEC-20		YES	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	13-MAY-94		YES	Spanish
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	25-MAR-13		NO	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	23-JAN-93		YES	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Police Officer (PERS)	20-APR-15		YES	
106610 - Background & Recruiting	250 Frank Ogawa Plaza	Sergeant of Police (PERS)	12-JAN-98		YES	
106810 - PAS Administration	455 7th Street	Police Records Specialist	02-FEB-15		YES	Chinese - Cantonese
106810 - PAS Administration	455 7th Street	Police Personnel Operations Specialist	12-APR-10		NO	Chinese-Mandarin
106810 - PAS Administration	455 7th Street	Administrative Analyst II	11-JAN-10		NO	
106810 - PAS Administration	455 7th Street	Administrative Analyst II	06-JUN-00		NO	
107410 - Support Operations	2651 73rd Avenue	Lieutenant of Police (PERS)	06-JUL-99		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	02-DEC-13		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	25-JAN-20		YES	Russian/Farsi/Hindi
107510 - Traffic Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	01-OCT-98		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	22-MAY-00		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	25-JAN-20		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	06-JAN-14		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	24-AUG-19		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	19-OCT-92		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	09-JUL-07		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Records Specialist	14-OCT-96		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	24-AUG-19		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Records Specialist	21-OCT-13		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	22-MAY-00		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	23-JUL-11		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14		YES	Chinese-Cantonese
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	11-JAN-99		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	06-NOV-17		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	10-JUL-21	YES	YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	Spanish
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	10-JUL-21	YES	YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Records Specialist	16-OCT-21	YES	YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	13-MAR-06		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	03-MAR-97		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	03-AUG-98		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	19-OCT-92		YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	28-NOV-05		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	20-APR-15		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	06-FEB-21		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	04-JUN-07		YES	

107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	25-OCT-99		YES	Spanish
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	22-JUN-15		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11		YES	
107710 - Special Operations	2651 73RD AVENUE	Administrative Analyst II	17-OCT-02		NO	
107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	07-NOV-97		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Services Technician II	07-DEC-98		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	19-OCT-19		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Services Technician II	02-FEB-87		YES	Chinese-Cantonese
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	23-APR-97		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	14-MAY-90		YES	
107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	10-DEC-01		YES	American Sign Language
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	15-MAR-99		YES	Vietnamese
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	25-JAN-20		YES	Tagalog
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	08-MAY-98		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	27-JUN-16		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	12-DEC-20		YES	Spanish
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	25-JAN-20		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	26-JUN-21		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	26-JUN-21		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	01-MAR-00		YES	
107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	28-NOV-05		YES	Spanish
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	09-MAR-19		YES	
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	10-JUL-21	YES	YES	Spanish
107710 - Special Operations	2651 73RD AVENUE	Administrative Assistant II	11-Jun-22	YES	NO	
108010 - District Command Administration	455 7th Street	Police Records Specialist	23-APR-18		YES	Spanish
108010 - District Command Administration	2651 73RD AVENUE	Police Records Specialist	22-JAN-02		YES	
108010 - District Command Administration	455 7th Street	Administrative Analyst II	19-MAR-90		NO	
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-OCT-15		YES	
108010 - District Command Administration	455 7th Street	Sergeant of Police (PERS)	21-DEC-98		YES	
108010 - District Command Administration	455 7th Street	Lieutenant of Police (PERS)	01-AUG-11		YES	
108010 - District Command Administration	455 7th Street	Police Officer Trainee	09-MAR-19		YES	Spanish
108010 - District Command Administration	2651 73RD AVENUE	Lieutenant of Police (PERS)	10-DEC-01		YES	
108010 - District Command Administration	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
108010 - District Command Administration	2651 73RD AVENUE	Deputy Chief of Police (PERS)	16-SEP-96		YES	Spanish
108010 - District Command Administration	455 7th Street	Police Services Technician II	17-DEC-07		YES	
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-FEB-17		YES	
108010 - District Command Administration	455 7th Street	Police Records Specialist	17-JUN-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	18-OCT-99		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-JUL-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-00		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-99		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES	
108110 - District Area 1	455 7th Street	Captain of Police (PERS)	05-MAR-07		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	19-JUN-06		YES	

108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19	YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	06-JAN-14	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-18	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-AUG-19	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-MAY-02	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-02	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-SEP-06	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-DEC-00	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Services Technician II	22-SEP-18	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	26-JUN-00	YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-18	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	02-DEC-13	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-MAY-17	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-14	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97	YES	Korean
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-JUL-98	YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19	YES	Samoan
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-SEP-94	YES	Mien
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-APR-01	YES	Chinese-Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-FEB-99	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17	YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-OCT-98	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-OCT-14	YES	Spanish
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	26-JUN-00	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-18	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-JAN-20	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-FEB-19	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-DEC-13	YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	21-FEB-97	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	09-JUL-07	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	10-MAR-00	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-02	YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Services Technician II	07-MAR-20	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-APR-01	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-JAN-20	YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	01-AUG-11	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-JAN-99	YES	Vietnamese
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	25-SEP-13	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19	YES	Samoan
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-93	YES	

108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-MAR-19	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-JUL-10	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-FEB-97	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	30-MAY-20	YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	18-JUN-16	YES	Mien
108120 - District Area 2	455 7th Street	Police Officer (PERS)	08-SEP-18	YES	Tagalog
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-JUL-10	YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	20-JUL-92	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	24-AUG-05	YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	08-OCT-01	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAY-18	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-MAR-00	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
108120 - District Area 2	470 27th Street	Police Officer (PERS)	23-JUL-08	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	04-NOV-94	YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	24-AUG-19	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-OCT-12	YES	Chinese-Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	30-JUL-01	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-JUL-98	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-JUL-05	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	05-OCT-98	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	17-SEP-12	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	05-DEC-11	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-MAY-98	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAY-18	YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-SEP-06	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Japanese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	05-JUN-06	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	23-FEB-15	YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	23-APR-01	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-FEB-97	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-JAN-18	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	10-MAR-00	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	24-AUG-19	YES	Mien
108120 - District Area 2	455 7th Street	Police Officer (PERS)	30-JUN-08	YES	

108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	17-SEP-12	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	08-JUN-00	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	16-OCT-98	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-JAN-15	YES	Hindi
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-MAY-98	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-FEB-11	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-JUN-92	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-DEC-05	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	28-FEB-05	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-DEC-17	YES	Spanish
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	21-APR-97	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-FEB-94	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	14-FEB-17	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-MAY-18	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	28-NOV-05	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	17-SEP-12	YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	21-FEB-97	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	05-JUN-06	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-AUG-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	28-JUL-98	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-OCT-18	YES	Spanish
108130 - District Area 3	455 7th Street	Police Services Technician II	22-FEB-00	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-SEP-05	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14	YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	21-APR-14	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	07-OCT-98	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	29-NOV-99	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	24-AUG-19	YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	02-DEC-13	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Spanish

108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Korean
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-SEP-94	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-MAY-17	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAY-18	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	14-MAR-16	YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	11-DEC-06	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-JAN-97	YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	13-FEB-96	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	07-MAY-91	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-17	YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	24-MAR-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	19-DEC-11	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	02-AUG-96	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	26-OCT-15	YES	Persian/Farsi
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-MAR-14	YES	Punjabi
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-DEC-07	YES	Vietnamese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-MAR-19	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	02-JAN-14	YES	Chinese-Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-JAN-18	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20	YES	Arabic
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14	YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	05-JUN-06	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	07-MAY-18	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	12-DEC-20	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13	YES	
108140 - District Area 4	2651 73rd Avenue	Lieutenant of Police (PERS)	22-JUN-00	YES	
108140 - District Area 4	2651 73rd Avenue	Captain of Police (PERS)	20-MAY-02	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	01-AUG-11	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19	YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	05-JUN-06	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	26-JUL-10	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	10-OCT-16	YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-APR-97	YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15	YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	11-JUL-05	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-JUL-07	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	03-AUG-15	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15	YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	26-SEP-11	YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15	YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	28-FEB-05	YES	

108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	08-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	25-SEP-13		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	11-SEP-06		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	08-DEC-14		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	03-AUG-98		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	27-JUL-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	Korean
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	03-AUG-15		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	23-FEB-15		YES	Chinese-Cantonese
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	30-DEC-17		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	26-FEB-07		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	17-SEP-12		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	16-DEC-13		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Lieutenant of Police (PERS)	28-FEB-00		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	26-JUL-10		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	22-OCT-12		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	Vietnamese
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	23-FEB-19		YES	Vietnamese
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	21-JAN-92		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	23-FEB-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-MAR-99		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	09-MAR-19		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	22-JUL-02		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	27-JUN-16		YES	Indonesian
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	Chinese - Cantonese/Vietnamese
108140 - District Area 4	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	Spanish
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	2651 73rd Avenue	Police Services Technician II	22-JUN-15		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108140 - District Area 4	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-SEP-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	02-APR-13		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	26-MAY-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	17-SEP-12		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Lieutenant of Police (PERS)	06-FEB-06		YES	

108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	16-SEP-91		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	10-MAR-08		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Chinese-Cantonese
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	27-JUN-20		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	German
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	26-JUN-00		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	01-OCT-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	07-SEP-18		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Services Technician II	17-JAN-15		YES	Tagalog
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-AUG-99		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	16-DEC-13		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-MAR-14		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	09-JUL-07		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-OCT-16		YES	Spanish
108150 - District Area 5	470 27th Street	Police Officer (PERS)	11-DEC-06		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	17-MAY-02		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	09-MAR-19		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	23-FEB-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-FEB-05		YES	French
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	08-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	01-AUG-11		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	18-MAY-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	11-MAY-18		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	10-OCT-16		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	24-AUG-19		YES	Tigrinya
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	23-FEB-19		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	21-APR-14		YES	Chinese - Cantonese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	15-MAY-17		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	13-JUL-19		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	01-OCT-18		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	19-JUN-00		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	06-SEP-17		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	29-NOV-99		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	02-JUL-07		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	28-JAN-08		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	06-FEB-06		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	10-DEC-01		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	20-APR-15		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	01-MAR-00		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-18		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	06-SEP-17		YES	

108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	25-JAN-20		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	27-JUN-16		YES	
108150 - District Area 5	2651 73rd Avenue	Sergeant of Police (PERS)	09-DEC-13		YES	Spanish
108150 - District Area 5	2651 73rd Avenue	Lieutenant of Police (PERS)	03-AUG-98		YES	
108150 - District Area 5	2651 73rd Avenue	Police Officer (PERS)	20-APR-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Arabic
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	04-APR-11		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	29-AUG-16		YES	Punjabi/Hindi
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108630 - Ceasefire	455 7th Street	Project Manager II	07-SEP-19		NO	
108630 - Ceasefire	455 7th Street	Volunteer Program Specialist II	03-JAN-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	06-MAR-00		YES	
108630 - Ceasefire	455 7th Street	Captain of Police (PERS)	13-JUL-93		NO	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese - Cantonese
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Lieutenant of Police (PERS)	28-NOV-05		NO	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	

Department Name: Office of the Inspector General/ Police Commission
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Michelle N. Phillips, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for The Office of the Inspector General was submitted on June 16, 2022 .
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A handwritten signature in cursive script that reads "Michelle N. Phillips".

Michelle N. Phillips, Inspector General

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Office of the Inspector General

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Michelle N. Phillips	Michelle N. Phillips	Michelle N. Phillips
Title	Inspector General		
Address	150 Frank H. Ogawa Plaza, Suite 4312		
Phone#	510-381-2916		
Email	mphilips@oaklandca.gov		

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	1		New Hires	1	
Public Contact Positions (PCP)	1	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	0	0 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title: The Office of the Inspector General was unable to hire any FTEs with the Exception of the Inspector General. Currently, the OIG has 1 FTE and 1	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Proposed Organizational Chart is attached.	
The IG Position is the only FTE filled at this time	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description: There is no OIG prior to this FY, so no changes have been made to the structure.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Inspector General brochures, flyers, and fact sheets	No	No	
Total # of vital documents reported =	1	1	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: The Inspector General was appointed January 2022 and has not been able to hire any FTE year to date. The IG is completing all administrative tasks and was unfortunately unaware of this mandate. The OIG will work towards compliance next FY when hopefully the OIG will have more than 1 FTE.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
The OIG does not have a mainline at this time and does not use this service. In the future the OIG will assess if this service will be beneficial.	N/A	N/A

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

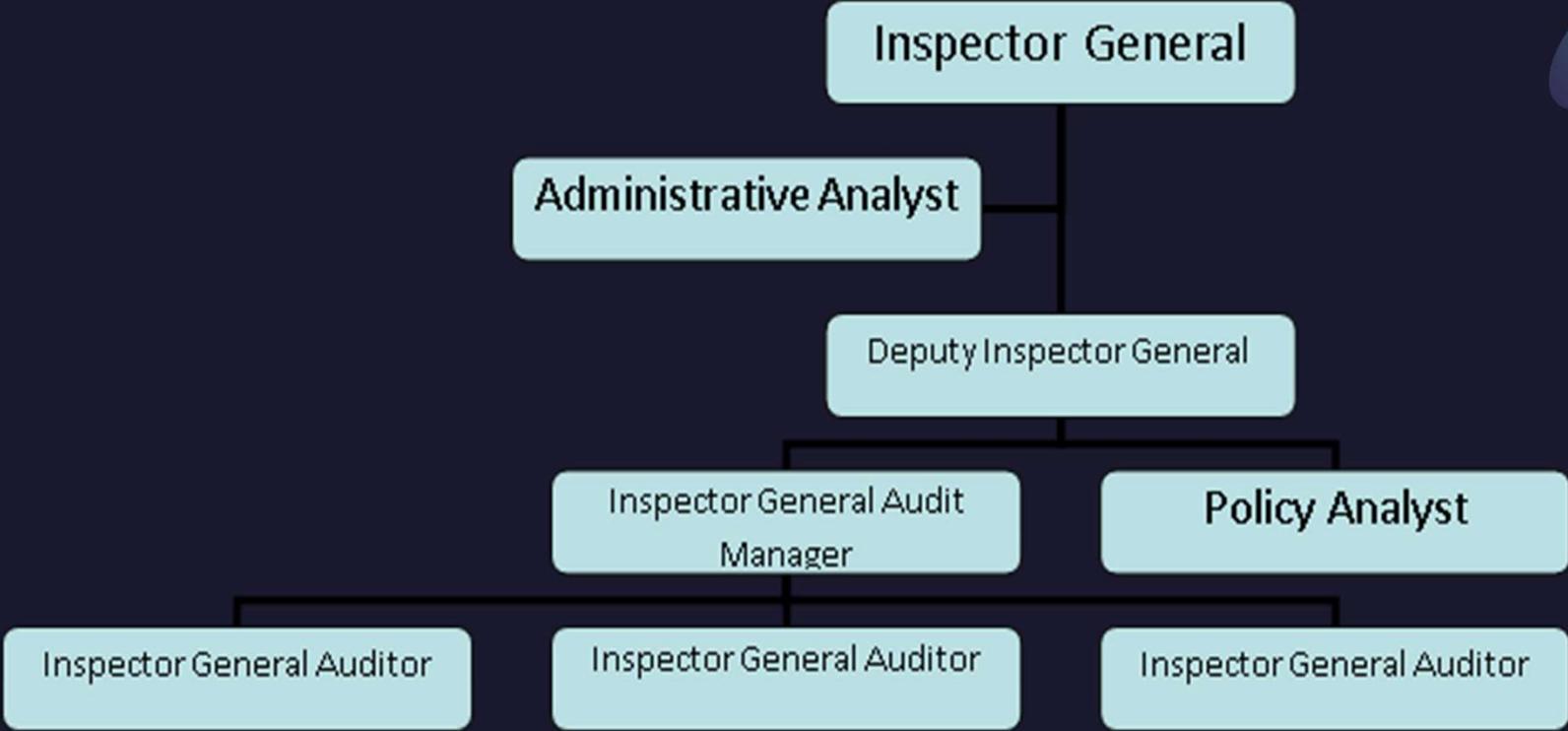
If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: The Police Commission had the survey link posted to the website. The OIG does not have a social media presence or functioning website at the moment, so we relied on the Commission.	

Department Name: Office of the Inspector General
Fiscal Year: FY2021-2022

OIG Staffing Update

PROPOSED ORGANIZATIONAL CHART



Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
1	1	1	0	No	1	0	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The OIG was extremely limited in its ability to hire FTEs. Unfortunately, the OIG has only had the opportunity to hire exempt limited duration employees. The OIG has extended an offer to and ELDE who is fluent in Spanish. She is scheduled to start June 25th. However, at this time we still do not have any FTE positions available. Once we have the FTEs the OIG will work with Equity and Diversity department to recruit bilingual candidates that are representative of the population, we sir.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates. Currently the OIG does not have any FTEs available for posting or recruitment.
3. Highlight positive changes, successes, and best practices.

The OIG has only been functioning since January 2022 and still only has one FTE. I am hopeful that the OIG will be able to report positive changes next year.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In the coming fiscal year, the OIG will be asking for assistance with translation services for public facing documents.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 Police Commission agendas, Inspector General's Office and OIG staff area (currently vacant).
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The OIG has yet to use the translation services as of yet but anticipate stating the process in in FY23 when the OIG hires administrative support.

3. Describe other materials the Department has provided in multiple languages?
N/A

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
N/A the OIG does not have mainline at this time.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
The OIG has met with the Asian American Chamber of Commerce and the Hispanic American Chamber of Commerce regarding engagement opportunities. Once we receive more staffing we will hopefully be able to engage the populations more.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
Zero

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

As a newly created office the OIG will engage the equal access office and the department of diversity, equity, and inclusion to ensure all opportunities are exhausted when recruiting for FTEs that are representative.

Office of Inspector General

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	NEW	PCP_POSIT	BILINGUAL
66311 - Inspector Gene	1 Frank Ogawa Plaza	Inspector General	01-JAN-22	YES	YES	YES	

Department Name: Police Commission - CPRA
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Aaron Zisser, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for CPRA/Police Commission was submitted on 6/27/22 .

Aaron Zisser, Interim Executive Director, CPRA

Type Name & Title

II. QUANTITATIVE ASSESSMENT REPORT
Department Name: Community Police Review Agency

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Aaron Zisser	Charlotte Jones	Winnie Woo (temporary SPOC)
Title	Interim Executive Director		
Address	250 Frank H. Ogawa Plaza, Ste. 6302		
Phone#	510-238-7401		
Email	azisser@oaklandca.gov		

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	12		New Hires	3	
Public Contact Positions (PCP)	9	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	2	16.66 %	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	2	16.66 %	New PCP Hires with CH Skill	1	33%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Executive Director	Chief of Staff to Commission (this is not formally part of the structure, but the position reports to the ED) -- filled by ELDE
Chief of Staff to CPRA	
Complaint Investigator III (2)	
Complaint Investigator II (6 – one vacancy)	
Intake Technician (3)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: A permanent Chief of Staff to CPRA was hired. A second supervising investigator was hired, and this person oversees the intake technicians.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting	
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
CPRA Complaint Form – App	Yes	Yes	
Outreach Documents*	No	No	
*As noted in the Qualitative Assessment, the outreach documents are brand new and will be translated soon.			
Total # of vital documents reported = 2			

Table 4B. Vital Documents Status Summary	
Department’s known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: Complaint forms and certain other documentation related to investigations, including the Agency’s complaint App, are translated into all City of Oakland threshold languages. Outreach pamphlets are newly created in June 2022 and will be translated very soon. We have staff who can get this started, and we have touched base with the Language Access office for guidance.	
The Commission used the Language Access office’s translation service – translating google forms for the Community Policing Ad Hoc (they’re still online: https://www.oaklandca.gov/topics/community-policing-ad-hoc-committee)	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
CPRA Main Line – Voicemail Instructions	(510)238-3159	Complete

Table 6. Analysis by Community Based Service Locations				PCP		SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	%	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered “no” to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Describe department’s effort in survey implementation: We will need to review the need to conduct this. We do not have service locations open to the public at this time. At the time the survey was provided to departments, CPRA’s language access coordinator was transitioning out of the office, before then returning as Interim Executive Director.	
The Commission did participate in the Language Access Survey. We promoted it on our landing page and in our May agenda (w QR code etc)	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: CPRA

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
12	9	1	2	Yes	.45	2	Yes

Goal = PCP X %

This report covers fiscal year 2021-2022 and data is reported as of June 30, 2022.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

The Community Police Review Agency strives to provide services to all members of the Oakland community. While the Agency has a relatively small staff, staff members include 2 certified Spanish speakers and 2 certified Cantonese (Chinese) speakers, well above the levels mandated by the City of Oakland’s Equal Access to Services Ordinance (EAO).

Additionally, both the Agency’s complaint forms and its App-based digital complaint platform are available in all City of Oakland threshold languages to assure equal access to the complaint process, and the Agency has worked with the City’s Equal Access Department and outside translation services as necessary when additional language support is necessary as part of an Agency investigation or to respond to members of the Oakland community whose primary language is not English.

The 2021-22 fiscal year was a time of continuing changes for the Community Police Review Agency. The Agency hired a permanent Intake Technician after a period of the position being either filled on a temporary basis or vacant, and it hired its first permanent Chief of Staff. There was also turnover at the Executive Director position. The fiscal year also included new challenges for Agency staff, as the Agency was tasked with maintaining a high volume of complaint investigations and public accessibility while operating with vacancies in key positions and without administrative support it had in prior years. The Agency was tasked with reviewing hundreds of complaints arising out of the George Floyd protests, and Measure S1 was passed in November 2020 and entailed additional Agency responsibilities relating to investigation deadlines.

In June 2022, we developed the first ever CPRA outreach materials. We will immediately seek assistance in getting translated versions of the flyer, and we will use staff resources as appropriate.

The Race and Equity Team, formed at the end of the prior fiscal year, is also in the process of putting together an outreach plan along with the Director and Chief of Staff. This is a major priority. CPRA has conducted significant outreach in the past two months, including making contact with leaders and organizations that serve the Spanish-speaking community. The R&E Team has participated regularly in the citywide community engagement working group. Members have attended trainings on conducting outreach to different populations/communities. The Director has advised staff that overtime pay will be available for outreach activities, and that staff are encouraged to participate in outreach activities. A draft SOP provides guidance to staff on the purpose of outreach, and CPRA has created an outreach calendar. CPRA has been invited to participated in the Police Commission’s ad hoc committee on outreach.

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

The Agency will continue to assess language needs and prioritize bilingual certification for new hires as necessary to comply with the EAO and provide an adequate level of service to all members of the Oakland community. The Intake Technician hired in FY 21/22 is certified for Chinese interpretation.

3. Highlight positive changes, successes, and best practices.
 - Hiring a Chinese-certified Intake Technician.
 - Finalizing an outreach pamphlet.
 - Initiating significant community outreach.
 - Tasking the Race and Equity Team with putting together an outreach plan.
 - Expanding the Race and Equity Team through the participation this year of several additional staff members in the DRE Academy training.
 - Hiring a second Complaint Investigator III, which can free up the Director and others to spend more time on outreach.
 - Hiring a permanent Chief of Staff to the Police Commission; this position will focus largely on outreach.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In addition to the provision of bilingual staffing and the translation of the Agency's webpage, materials, and public facing complaint App already described in (3) above, when members of the community with special language needs are involved as complainants or witnesses in CPRA investigations, the Agency makes every effort to assure that translators or translation services are made available to assure that these individuals are afforded the same degree of care as English speakers. Agency Investigators have made accommodations to conduct interviews related to ongoing investigations in languages other than English and to procure translated transcripts of these interviews for the investigatory files.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices of language services are posted in the lobby of the CPRA office at 250 Frank Ogawa Plaza Ste. 6302, and on all written brochures and other materials available to members of the public who walk in.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All previously existing Agency vital documents have been translated into threshold languages. However, as mentioned in Section A (above), outreach materials are newly developed this month. CPRA will immediately have them translated to all threshold languages.

3. Describe other materials the Department has provided in multiple languages?

The only other written documents translated during the reported period were interviews conducted in languages other than English. While these translations themselves were not designed to serve the LES community, the CPRA considers the availability of staff able to conduct the original interviews in the language of the interviewee to be a vital part of the investigatory process and a key accommodation to assure that we are serving all members of the Oakland community.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

All outgoing messages of the CPRA voicemail system have been translated into threshold languages.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The Community Police Review Agency is a small Agency with only 12 FTE staff. Therefore, when members of the public require a member of staff who is proficient in either Spanish or Chinese, such personnel is usually available during standard office hours. If specific activities require language assistance (interviews, etc.), staff is directed to schedule these interactions when translation services can be made available either in house or in conjunction with outside translators. Recent outreach efforts have included a Spanish-certified employee, and the Interim Executive Director has also conducted outreach in Spanish.

The Commission itself did participate in the Language Access Survey. We promoted it on our landing page and in our May agenda (w QR code etc). The Commission used the Language Access office's translation service – translating google forms for the Community Policing Ad Hoc (they're still online: <https://www.oaklandca.gov/topics/community-policing-ad-hoc-committee>)

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

No.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

We have initiated the Race and Equity team, which, along with the Director and Chief of Staff, will address outreach planning. But we will continue to conduct outreach, which will in turn inform the outreach plan. The hiring of a CPRA Chief of Staff will facilitate this process and will provide some additional resources to address outreach. Adding investigative resources by filling existing vacancies will further free up leadership to engage in more community outreach. A new draft/working SOP provides for overtime to staff for outreach activities and provides guidance on the purposes of outreach. Participation in the Commission's ad hoc will further inform outreach planning. We will immediately translate our new outreach materials.

CPRA					
ORGANIZATION	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	NEW	PCP_F
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator II	12-SEP-16		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator II	23-JUL-12		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator II	05-OCT-19		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator II	05-OCT-19		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator II	04-OCT-10		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator III	18-SEP-06		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Complaint Investigator III	29-Nov-21	YES	YES
66211 - Community Police Review Agency	1 Frank Ogawa	Interim Executive Director CPRA	9-Apr-22	YES	NO
66211 - Community Police Review Agency	1 Frank Ogawa	Intake Technician	14-DEC-15		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Intake Technician	01-MAY-21		YES
66211 - Community Police Review Agency	1 Frank Ogawa	Intake Technician	27-Dec-21	YES	YES
66211 - Community Police Review Agency	1 Frank Ogawa	Chief of Staff	16-Apr-22	YES	NO
66111 - Police Commission	1 Frank Ogawa	Chief of Staff to Commission	Aug. 7, 2021	YES	NO

LANGUAGE
Chinese-Cantonese
Spanish
Spanish
Chinese-Cantonese

Department Name: OPL
Fiscal Year: FY2021-2022

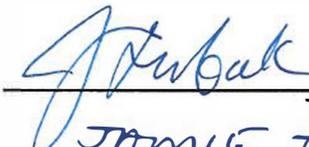


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Jamie Turbak, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Public Library was submitted on [6/24/2022].



Type Name & Title
JAMIE TURBAK
LIBRARY DIRECTOR

Department Name:
Fiscal Year: FY2021-2022

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Public Library

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Irena (Rachel) Allen	Tabitha Pulliam
Title	Director, Library Services	Library Assistant	Human Resources Manager
Address	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor
Phone#	510-238-6610	510-238- 2152	510-238-6595
Email	JTurbak@oaklandlibrary.org	RAllen@oaklandlibrary.org	TPulliam@oaklandlibrary.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	265.11		New Hires	82 (including TPT)	
Public Contact Positions (PCP)	131	100%	New PCP Hires	82	100%
PCP With Spanish Language Skill	31	23.7 %	New PCP Hires with SP Skill	2	.04%
PCP With Chinese Language Skill	17	12.9 %	New PCP Hires with CH Skill	0	0 %

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Asian Branch	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
Chavez Branch	<input checked="" type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Director Unit (61111)	Brookfield Branch Library (61331)
Departmental Operation Unit (Financial & Administrative Services Office) (61121)	Dimond Branch Library (61332)
Automation (Computer Services) (61131)	Eastmont Branch Library (61333)
Children Services/Youth Room (Cataloging/Processing) (61132)	Elmhurst Branch Library (61334)
Community Relations (61133)	M.L. King Jr. Branch Library (61335)
Acquisitions (61135)	Montclair Branch Library (61336)
Administrative Unit (61211)	Rockridge Branch Library (61337)
On-Call Public Services (61212)	Temescal Branch Library (61338)
Literacy (Second Start Adult Literacy (61213)	District I Administration (81 st Avenue Branch) Library (61339)
Main Library Administration (61221)	Asian Branch Library (61341)
Art/History/Literature (61231)	Bookmobile (61342)
Magazines & Newspaper (61235)	Golden Gate Branch Library (61343)
Science Business and Sociology (61236)	Lakeview Branch Library (61344)
Children's Room (61237)	Latin American (Cesar Chavez) Branch Library (61345)
Circulation/Automation (61243)	Melrose Branch Library (61346)
Branch Administration (61311)	Piedmont Branch Library (61347)
Children's Services/Youth (61313)	West Oakland Branch Library (61348)
Support Services (Teen Services) (61321)	African American Museum & Library (61511)

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: There have been no changes to the organization's structure this fiscal year.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting
--

Department Name:
Fiscal Year: FY2021-2022

Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit: 32.27 PCP (Main); 10.35 (Asian); 7.96 (Chavez)	Language Goal FTE	Actual FTE
Administrative Unit (61211) Main Library Administration (61221) Art/History/Literature (61231) Magazines & Newspaper (61235) Science Business & Sociology (61236) Children’s Room (61237) Circulation/Automation (61243)	SP= 1 CH = 1	SP= CH =
Asian Branch Library (61341)	SP= 0 CH = 2	SP= CH =
Latin American (Cesar Chavez) Branch Library (61345)	SP= 1 CH = 0	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese, Arabic
Children’s Library Card Application	Yes	Yes	Vietnamese, Arabic
Teen Library Card Application	Yes	Yes	Vietnamese
OPL Extended Services Application	Yes	Yes	
Library Behavior Guidelines	Yes	Yes	Vietnamese
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	
Authorized User form	Yes	Yes	
Circulation Policy	Yes	Yes	
Translations for Mobile Print Text	Yes	Yes	Arabic, Tigrinya, and Vietnamese

Table 4B. Vital Documents Status Summary	
Department’s known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> x Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: All docs are translated	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Asian Branch Library	510-238-3400	English/Chinese
Brookfield Branch Library	510-615-5725	English/Spanish
Eastmont Branch Library	510-615-5726	English/Spanish
Elmhurst Branch Library	510-615-5727	English/Spanish
Latin American (Cesar Chavez) Branch Library	510-535-5620	English/Spanish
Main Library – Information Line	510-238-3134	English/Spanish
Main Library – Reference Desk	510-238-3138	English/Spanish
Melrose Branch Library	510-535-5623	English/Spanish
81 st Avenue Branch Library	510-615-5812	English/Spanish

Department Name:
Fiscal Year: FY2021-2022

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Main Library (includes On-Call, Teen & Children's Svc, Bookmobile, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	61.87	13.13	21%	6.42	10%
Cesar Chavez	3301 East 12th Street #271	94601	535-5620	8.97	3.0	33.44%	0.00	0%
Melrose	4805 Foothill Blvd	94601	535-5623	4.00	1.80	45%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	8.0	1.00	10%	0.40	4%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.79	43%	1.00	24%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.76	2.00	30%	0.00	0%
African American Museum	659 14th Street	94607	637-0200	5.40	0.00	0%	0.00	0%
Asian	388 9th Street #190	94607	238-3400	10.35	0.00	0%	7.47	72%
West Oakland	1801 Adeline Street	94607	238-7352	4.87	0.40	8%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	1.00	21%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.36	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	1.28	24%	0.28	5%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.82	14%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	0.73	15%	1.00	21%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.00	10%	1.35	13%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	2.40	29%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	1.60	40%	0.00	0%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	3.25	76%	0.00	0%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input type="checkbox"/> x Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc.)	<input type="checkbox"/> x Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B (1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
<p>The Library Department distributed the City's language assessment surveys to all its eighteen (18) branches for the designated two (2) week period beginning Monday, March 28, 2022, and ending on Monday, April 11, 2022. Branch Supervisors and their staff were tasked to prominently display in all service areas the multilingual flyers, paper surveys and strategic placement of the QR code to generate patron interest. Staff did not solely rely upon passive placement of survey information, but actively engaged with patrons to encourage the highest level of participation.</p>	

III. QUALITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

A. Bilingual Public Contact Positions Assessment

Department Name: Oakland Public Library (FTE = FTE or FTE equivalent)

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
265.11	131	14.41	31	yes	6.55	17	yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Oakland Public Library continues (OPL) to deliver on its commitment to provide easily accessible materials and services to all residents of the diverse communities in which we serve, including in the areas of Oakland, Piedmont and Emeryville. In line with our Mission and Values and our Strategic Plan and Objectives, OPL staff thoughtfully selects relevant materials; designs programs for children, youth, and adults, and offers a range of other services geared towards meeting the personal, professional, and leisurely needs of all patrons, including the Limited English Speaking (LES) population.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Oakland Public Library works closely with the Human Resources Management and Equal Access Departments to determine the need for language selective certification for each respective classification we consider filling, as required. As we are approved to fill existing permanent vacancies or exempt part-time positions, we will continue to recruit for the most qualified candidates, and in instances where a successful candidate has bilingual skills, we will comply with the Bilingual Certification testing process to assess the skills of that candidate. We follow all civil service rules and regulations when it comes to hiring.

Most of our library recruitments were restricted to existing City of Oakland and Oakland Port employees in FY 2021-2022; however, any recruitment that is open to the general public is advertised in local Oakland newspapers which reach many of the diverse demographics within the City of Oakland, thus we reach more qualified bilingual applicants. Additionally, Oakland Public Library recruitments have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, the Oakland Public Library sends job announcements to various library listservs and library schools, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have worked in other public agencies. The library also posts a summary of City of Oakland job opportunities every week at the Main branch.

3. Highlight positive changes, successes, and best practices. Please highlight positive changes and successes in this reporting period. Provide a description of implementation “best practices” developed by the Department.

Over the 2021-2022 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES populations:

- *Currently maintaining 53 employees throughout the library system who are bilingual in Cambodian, Chinese (Cantonese and Mandarin), Japanese, Spanish, and Vietnamese.*
 - ***51 bilingual employees in public contact positions (including TPT staff)***
 - *1 is bilingual in Cambodian*
 - *30 are bilingual in Chinese (including TPT staff)*
 - *57 are bilingual in Spanish (including TPT staff)*
 - *3 are bilingual in Vietnamese*
- ***3 bilingual employees in non-public contact positions***
 - *3 are bilingual in Chinese*
- *Use of language ribbons to identify public contact staff who can offer assistance in a threshold or other (e.g., Vietnamese) language.*
- *Use of standardized city-approved oral interpretation language and disability accommodations language for programs, public meetings, and agenda communications.*
- *Dedicated Library employees to streamline and handle system-wide written translations such as system-wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; holiday closure signs; worker's rights signage; computer issues (wi-fi down, internet out of service) notification for patrons in Spanish and Chinese languages.*
- *Translated documents and public announcements in Chinese and Spanish for library patrons. Expanded our Multi-Language Collection to make it more accessible with new signage and new books available in Arabic, Amharic, Farsi, French, Hindi, Hmong, Khmer, Lao, Punjabi, Spanish, Tagalog, Thai, and Tigrinya. Future plans to expand the collection include increasing Chinese materials.*
- *Offered Children's bilingual programs with various performers for Summer Reading programs.*
- *Maintain Voicemail Message translations in threshold languages at all our locations during holiday closures and closed hours, updated as needed.*
- *Offered Library staff several workshops put on by our own “Racial Equity Team”*
- *Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.*
- *System-wide and branch-specific notices posted on public website translated into threshold languages*

Second Start Adult Literacy

While Second Start is not an ESL program, we do serve students for whom English is a second language. Second Start has learning materials that support building English skills for speaking, reading, and writing. They also have teaching materials for ESOL instruction and volunteer tutors who are fluent in other languages including Spanish. Second Start is trying out a service called Cell-ed that provides instruction in Chinese to support a wider range of LES learners. Additionally, Second Start has subscriptions to learning platforms that provide instruction to Limited English-speaking populations in a variety of subjects, such as English for work and digital literacy.

Best Practices

The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons stems from our existing values:

- *Reach more people where they are through our daily commitment to serving the diverse needs of our library patrons equally every day, at all library locations.*
- *Develop, retain, and attract quality staff, in part by proactively recruiting for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies and also offering BLP to staff who qualify.*
- *To budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- *To comply with the City of Oakland's Administrative Instruction #145*
- *Improve our physical spaces in order to ensure equal access to all members of our communities.*
- *Increase operational efficiencies, such as simplifying the existing circulation policy*
- *Overhaul our public website to utilize more easily comprehensible word structure and syntax to reach a wider audience of varying literacy skills*
- *Provide links to translated versions of our public site in the threshold languages*
- *Examine multi-lingual book bundles for cultural accuracy and sufficient diversity regarding characters, subjects, and themes.*

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

All Oakland Public Library branches have department-determined vital documents (library applications, youth, teen, and adult services brochures, summer reading collateral, program fliers, library-connected resources such as Discover & Go and Libby) posted in the threshold languages at service points in each location. All locations were audited by FASO staff to ensure needed information was posted at service points. There has been an increase in reference phone calls and so staff working in the 'call center' send patrons collateral and information in requested languages or utilize over-the-phone interpretation services as needed. All locations with posted notices:

*81st Avenue Branch Library
Asian Branch Library
Brookfield Branch Library
Cesar Chavez Branch Library
Dimond Branch Library
Eastmont Branch Library
Elmhurst Branch Library
Golden Gate Branch Library
Lakeview Branch Library
Martin Luther King Jr. Branch Library
Melrose Branch Library*

*Montclair Branch Library
Piedmont Branch Library
Rockridge Branch Library
Temescal Branch Library
Temescal Tool Lending Library
West Oakland Branch Library
Main Library, Circulation Desk
Main Library, Computer Lab
Main Library, Children's Room
Main Library, Teen Zone
Main Library, Magazines & Newspaper Room
Main Library, Financial & Administrative Services Office
Main Library, Second Start Adult Literacy
Main Library, Oakland History Center
African American Museum & Library, library side*

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All of the Oakland Public Library's vital documents are translated into Spanish and Chinese. If the department ever falls behind in translating, there are several bilingual employees and translation teams to rectify the issue.

3. Describe other materials the Department has provided in multiple languages?

The Oakland Public Library has had multi-lingual book displays at various branches, sidewalk service informative signs when libraries were still closed to the public, signs for our OPL Express experience last summer, translator options to use in our curbside chat communicator in both Spanish and Chinese, advertisements for our Free Summer Lunch Program into Arabic, Chinese, Spanish, and Vietnamese and posts in the threshold languages on OPL's social media sites. Other materials include summer job opportunity collateral, comment cards, and event fliers in threshold languages.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

All calls to the Oakland Public Library branches after open hours are routed to the Main branch's voicemail where vital library information (e.g., hours, holiday closures) is played back in the three threshold languages. All library locations have received and posted interpretation services provided by the Equal Access Office available to all staff if needed. This has been effective in connecting our diverse population with library information and services.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Due to lingering restrictions of the pandemic, outreach has remained limited. Oakland Public Library's outreach efforts to reach LES populations include:

- *rotating book displays in established multi-language areas*
- *bilingual staff engaging with LES patrons when they enter the branch or approach service points*
- *building bilingual book displays*
- *moving multi-language sections in prominent spaces*
- *providing popular magazines in Spanish*
- *put up multi-language fliers, events, etc. on branch bulletin boards*
- *advertise conversation clubs at branches where relevant*
- *utilize interpretation services when appropriate*
- *display interpretation services information at service points such as information and reference desk and post larger posters to advertise these services*
- *interfiling Spanish Children's books with English ones*
- *building bilingual displays on inter-cultural holidays such as Day of the Dead display alongside books in Spanish*
- *hold monthly Spanish translation meetings*
- *translating library wide materials into the threshold languages and making each translated version available at all locations (e.g., summer reading event calendar, summer lunch program, welcome to the library brochures, and more)*
- *Children's Services hosted nine bilingual class visits at local elementary schools*
- *OPL hosted another event with several LES adult learners with bilingual staff able to translate (Spanish and Cantonese)*

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

No language access complaints this year

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Oakland Public Library will work on the following action steps and necessary plan of action for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken:

- a. *Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the, we need to continue assessing and identifying a plan for increasing our bilingual staff to serve the LES*

Chinese population.

It should be noted that the Library assigns exempt part-time staff to work at various library locations based on staffing needs and that several of our On-Call staff are budgeted against specific positions although they may work at several library locations at any given time. As a result, there are instances where actual public contact positions on our staffing report may not reflect that we have qualified bilingual staff assigned to those positions to provide service to the LES Chinese and Spanish population. However, we have ample qualified bilingual staff at each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

- b. Budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- c. Continue to perform more relevant outreach services to non-English speaking library user.*
- d. We will continue to use our BLP2 teams to provide additional translation of materials.*
- e. We will host Spanish-language programs and hold events that relate to our non-English speaking communities*
- f. We are currently migrating to a new public website that will include English and Chinese pages specifically geared for those patrons and folks we serve.*

125 - 14th St	Library Assistant, PT	20-JUN-15		YES			
125 - 14th St	Library Assistant, PT	08-NOV-14		YES			
125 - 14th St	Library Assistant, PT	27-APR-13		YES			
125 - 14th St	Library Assistant, PT	22-JAN-11		YES		Spanish	
125 - 14th St	Library Assistant, PT	28-AUG-04		YES			
125 - 14th St	Library Assistant, PT	01-JUL-95		YES	Chinese		
125 - 14th St	Library Assistant	27-JAN-18		YES			
125 - 14th St	Library Aide	05-AUG-00		YES		Spanish	
125 - 14th St	Library Aide, PPT	05-NOV-94		YES			
125 - 14th St	Library Aide, PT	26-MAR-16		YES			
125 - 14th St	Office Assistant II	15-MAY-89		NO			
125 - 14th St	Librarian I, PT	25-AUG-07		YES			
125 - 14th St	Librarian I, PT	30-DEC-06		YES			
125 - 14th St	Librarian II	18-JAN-14		YES			
125 - 14th St	Library Assistant, PPT	24-OCT-83		YES			
125 - 14th St	Librarian I	29-OCT-11		YES			
125 - 14th St	Librarian II	01-NOV-08		YES			
125 - 14th St	Librarian II	19-JUL-14		YES			
125 - 14th St	Librarian II	20-DEC-03		YES			
125 - 14th St	Librarian II	09-NOV-02		YES		Chinese-Mandarin	
125 - 14th St	Librarian II	05-NOV-94		YES			
125 - 14th St	Librarian II, PPT	22-APR-06		YES			
125 - 14th St	Librarian, Senior	27-MAY-00		YES			
125 - 14th St	Librarian, Senior	29-MAY-99		YES			
125 - 14th St	Librarian I	06-APR-15		YES			
125 - 14th St	Librarian I, PPT	22-FEB-20		YES			
125 - 14th St	Librarian I, PPT	29-OCT-11		YES			
125 - 14th St	Librarian II	29-OCT-11		YES			
125 - 14th St	Library Aide	17-MAR-03		YES			
125 - 14th St	Library Aide, PT	27-JAN-18		YES		Chinese-Cantonese	
125 - 14th St	Library Assistant	30-OCT-89		YES	Chinese	Chinese-Cantonese	
125 - 14th St	Library Assistant, PPT	15-SEP-12		YES			
125 - 14th St	Library Assistant, PPT	03-NOV-07		YES	Chinese	Chinese-Cantonese	
125 - 14th St	Library Aide	26-MAR-16		YES			
125 14th Street	Library Aide	27-APR-13		YES			
125 - 14th St	Library Aide, PT	26-MAR-16		YES		Spanish	
125 - 14th St	Library Aide, PT	15-SEP-12		YES			
125 - 14th St	Library Aide, PT	15-SEP-01		YES	Chinese	Chinese-Cantonese	
125 - 14th St	Library Aide, PT	09-NOV-91		YES			
125 - 14th St	Library Assistant	26-MAR-16		YES			
125 - 14th St	Library Assistant	16-MAY-09		YES		Spanish	
125 - 14th St	Library Assistant, Senior	26-FEB-94		YES	Spanish	Spanish	
125 - 14th St	Library Assistant, Senior, PPT	25-DEC-99		YES			
125 - 14th St	Librarian II	26-APR-14		YES			
125 - 14th St	Librarian II	29-OCT-11		YES		Spanish	
125 - 14th St	Librarian II, PPT	23-OCT-04		YES			
125 - 14th St	Librarian, Supervising	07-MAR-20		YES			
125 - 14th St	Library Aide	23-FEB-19		YES			
125 - 14th St	Librarian I	03-JUN-17		YES			
125 - 14th St	Librarian II	08-NOV-14		YES			
125 - 14th St	Librarian II	28-FEB-15		YES			
125 - 14th St	Librarian, Supervising	02-OCT-10		YES			
125 - 14th St	Library Assistant	22-SEP-07		YES			
125 - 14th St	Library Assistant	22-SEP-07		YES			
125 - 14th St	Library Assistant, PPT	16-MAY-09		YES			
9255 Edes Ave	Librarian I	03-JAN-04		YES			

9255 Edes Ave	Librarian II	02-APR-22	YES	YES	Spanish		
9255 Edes Ave	Library Aide	23-FEB-19		YES			
9255 Edes Ave	Library Aide, PPT	21-FEB-20		YES			
9255 Edes Ave	Library Assistant	25-JUN-90		YES	Chinese	Spanish	
9255 Edes Ave	Library Assistant, PPT	31-AUG-13		YES			
125 14th Street	Librarian I	22-FEB-20		YES			
3565 Fruitvale Ave	Librarian I	01-DEC-18		YES			
3565 Fruitvale Ave	Librarian II	22-SEP-18		YES			
3565 Fruitvale Ave	Librarian II	01-JUL-06		YES			
3565 Fruitvale Ave	Librarian, Senior	01-SEP-01		YES			
3565 Fruitvale Ave	Library Aide	06-MAY-06		YES			
3565 Fruitvale Ave	Library Aide, PPT	03-JUN-17		YES			
3565 Fruitvale Ave	Library Aide, PPT	26-APR-14		YES			
3565 Fruitvale Ave	Library Aide, PT	29-OCT-11		YES		Cambodian	
3565 Fruitvale Ave	Library Assistant	08-NOV-14		YES			
3565 Fruitvale Ave	Library Assistant, PPT	31-AUG-13		YES			
3565 Fruitvale Ave	Library Assistant, Senior	27-FEB-93		YES	Spanish		
7200 Bancroft	Librarian I	18-APR-20		YES			
1 Frank Ogawa Plaza	Librarian I, PPT	12-JUN-10		YES			
7200 Bancroft	Librarian II	13-SEP-14		YES			
7200 Bancroft	Librarian, Senior	29-AUG-15		YES			
7200 Bancroft	Library Aide, PPT	03-JUN-17		YES			
EASTMONT TOWN CENTER	Library Assistant	30-AUG-03		YES		Spanish	
7200 Bancroft	Library Assistant, Senior	12-JUN-99		YES	Spanish	Spanish	
1427 88th Ave	Librarian I	07-AUG-21	YES	YES			
1427 88th Ave	Librarian II	19-SEP-09		YES	Spanish	Spanish	
1427 88th Ave	Library Aide	23-NOV-02		YES			
1427 88th Ave	Library Aide, PT	03-JUN-17		YES			
1427 88th Ave	Library Assistant	28-AUG-04		YES			
6833 International Blvd	Librarian II	21-NOV-15		YES		Spanish	
6833 International Blvd	Library Assistant, PPT	23-FEB-19		YES			
1801 Adeline St	Librarian I	29-OCT-11		YES			
1687 Mountain Blvd	Librarian II	08-SEP-18		YES			
1687 Mountain Blvd	Library Aide, PPT	26-MAR-16		YES			
1687 Mountain Blvd	Library Assistant	01-NOV-86		YES			
1687 Mountain Blvd	Library Assistant, PPT	27-OCT-01		YES			
5366 College Ave	Librarian I	26-MAR-16		YES			
5366 College Ave	Librarian II	06-DEC-14		YES			
5366 College Ave	Librarian II	26-DEC-89		YES			
5366 College Ave	Librarian, Senior	16-MAR-13		YES			
5366 College Ave	Library Aide	03-JUN-17		YES			
5366 College Ave	Library Aide	20-JUN-15		YES			
5366 College Ave	Library Aide, PPT	22-NOV-03		YES			
5366 College Ave	Library Aide, PT	27-JAN-18		YES			
5366 College Ave	Library Assistant	08-NOV-14		YES			
5366 College Ave	Library Assistant	22-JAN-11		YES			
5366 College Ave	Library Assistant, PPT	22-JUL-00		YES			
5366 College Ave	Library Assistant, Senior	11-JUL-98		YES			
5205 TELEGRAPH AVENUE	Librarian I	16-APR-11		YES			
5205 TELEGRAPH AVENUE	Librarian II	13-DEC-08		YES			
5205 TELEGRAPH AVENUE	Library Aide, PPT	25-AUG-07		YES			
5205 TELEGRAPH AVENUE	Library Aide, PPT	23-JAN-99		YES			
5205 TELEGRAPH AVENUE	Library Aide, PPT	29-OCT-11		YES			
5205 TELEGRAPH AVENUE	Library Assistant	08-NOV-14		YES			
5205 TELEGRAPH AVENUE	Library Assistant	10-OCT-06		YES			
5205 TELEGRAPH AVENUE	Library Assistant, PPT	26-APR-14		YES			

5205 TELEGRAPH AVENUE	Library Assistant, PPT	21-FEB-09		YES			
5205 TELEGRAPH AVENUE	Library Assistant, Senior	31-AUG-13		YES			
125 - 14th St	Librarian I	18-APR-20		YES			
125 - 14th St	Librarian II	26-APR-14		YES			
125 - 14th St	Librarian II	28-AUG-04		YES			
125 - 14th St	Library Aide	20-JUN-15		YES			
125 - 14th St	Library Aide, PPT	03-JUN-17		YES		Spanish	
125 - 14th St	Library Assistant	22-SEP-07		YES	Spanish		
125 - 14th St	Library Assistant, Senior	26-APR-14		YES			
388 9th Street	Librarian I	22-FEB-20		YES			
388 9th Street	Librarian I	31-AUG-13		YES			
388 9th Street	Librarian II	28-AUG-04		YES			
388 9th Street	Librarian II	20-JAN-01		YES			
388 9th Street	Librarian, Senior	19-FEB-11		YES		Chinese-Cantonese	
388 9th Street	Library Aide	20-JUN-15		YES		Vietnamese	
388 9th Street	Library Aide	31-AUG-13		YES			
388 9th Street	Library Aide, PT	29-OCT-11		YES		Chinese-Cantonese	
388 9th Street	Library Aide, PT	29-OCT-11		YES		Vietnamese	
388 9th Street	Library Assistant	07-FEB-09		YES		Chinese-Cantonese	
388 9th Street	Library Assistant	08-APR-95		YES		Chinese-Cantonese	
388 9th Street	Library Assistant, PT	28-FEB-15		YES			
388 9th Street	Library Assistant, Senior	13-JUN-88		YES		Chinese-Cantonese	
125 - 14th St	Librarian I	20-JUN-15		YES			
1801 Adeline St	Library Aide	08-NOV-14		YES			
1801 Adeline St	Library Assistant	04-NOV-06		YES		Spanish	
1801 Adeline St	Library Assistant, Senior	26-MAR-05		YES		Spanish	
5606 San Pablo Ave	Librarian I	03-JUN-17		YES			
5606 San Pablo Ave	Librarian II	30-APR-22	YES	YES			
5606 San Pablo Ave	Library Aide, PPT	05-JUN-04		YES			
5606 San Pablo Ave	Library Aide, PT	27-JAN-18		YES			
5606 San Pablo Ave	Library Assistant	16-MAY-09		YES			
5606 San Pablo Ave	Library Assistant	26-JUL-08		YES			
550 - El Embarcadero	Librarian I	03-JUN-17		YES			
550 - El Embarcadero	Librarian II	06-JUN-05		YES	Spanish	Spanish	
550 - El Embarcadero	Library Aide, PPT	23-FEB-19		YES			
550 - El Embarcadero	Library Aide, PT	26-MAR-16		YES			
550 - El Embarcadero	Library Assistant	09-JAN-10		YES		Spanish	
150 Frank H. Ogawa Plaza	Librarian II	18-SEP-21	YES	YES			
125 14th Street	Librarian II	06-APR-15		YES			
125 14th Street	Librarian, Senior, PPT	16-DEC-95		YES		Spanish	
125 14th Street	Library Aide	20-JUN-15		YES		Spanish	
125 14th Street	Library Aide, PPT	08-NOV-14		YES			
125 14th Street	Library Assistant	09-JAN-10		YES		Chinese-Cantonese	
125 14th Street	Library Assistant, PT	14-JAN-06		YES		Spanish	
125 14th Street	Library Assistant, Senior	25-NOV-91		YES		Spanish	
4805 Foothill Blvd	Librarian II	27-NOV-10		YES			
4805 Foothill Blvd	Library Aide	26-APR-14		YES			
4805 Foothill Blvd	Library Aide, PPT	20-JUN-15		YES			
4805 Foothill Blvd	Library Aide, PT	03-JUN-17		YES			
4805 Foothill Blvd	Library Aide, PT	06-MAR-99		YES		Spanish	
4805 Foothill Blvd	Library Assistant	01-DEC-18		YES			
4805 Foothill Blvd	Library Assistant	09-NOV-02		YES		Spanish	
80 ECHO AVENUE	Librarian I	07-AUG-21	YES	YES	Spanish	Spanish	
160 - 41st Street	Library Aide, PPT	09-SEP-06		YES			
160 - 41st Street	Library Aide, PT	03-JUN-17		YES			
160 - 41st Street	Library Aide, PT	03-JUN-17		YES			

80 ECHO AVENUE	Library Assistant	27-MAR-04		YES			
1801 Adeline St	Librarian I, PPT	08-SEP-18		YES			
1801 Adeline St	Librarian II	18-DEC-04		YES			
1801 Adeline St	Library Aide	23-FEB-19		YES			
1801 Adeline St	Library Assistant	07-MAR-09		YES			
1801 Adeline St	Library Assistant	11-AUG-07		YES			
1801 Adeline St	Library Assistant, PPT	23-FEB-19		YES			
150 Frank H. Ogawa Plaza	Curator African Amer Museum Lib, Chief	18-MAY-19		No			
125 14th Street	Librarian II	22-FEB-20		YES			
125 14th Street	Library Assistant	22-JAN-11		YES			
3565 Fruitvale Ave	Library Assistant	10-NOV-01		YES			
150 Frank H. Ogawa Plaza	Museum Project Coordinator	12-OCT-02		No			

Department Name:
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Dana Riley, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks, Recreation & Youth Development Department was submitted on 7/05/22.

Dana Riley Hayes

Dana Riley, Interim Director

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **OPRYD**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Dana Riley	Gloria Alcala-Ferguson (retired)	Jacqueline Long
Title	Interim Director	Administrative Analyst II	Administrative Services Manager I
Address	250 FHOP	250 FHOP	250 FHOP
Phone#			
Email	driley@oaklandca.gov	Galcala2@oaklandca.gov	jlong@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	231.74		New Hires		
Public Contact Positions (PCP)	208.13	100%	New PCP Hires	52	
PCP With Spanish Language Skill	86	41%	New PCP Hires with SP Skill	7	14%
PCP With Chinese Language Skill	40	19%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Arts, Nature & Science	
Sports	
Aquatics (Pools & Boating)	
Recreation Centers	
Facilities Rental	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: N/A	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Lincoln Square Recreation Center	SP= 2 CH = 15	SP= 2.02 CH = 12.4
Arroyo Viejo Recreation Center	SP= 1 CH = 0	SP= 0.14 CH = 0
Carmen Flores Recreation Center	SP= 4 CH = 1	SP= 4.00 CH = 1.00
Manzanita Recreation Center	SP= 2 CH = 1	SP= 1.10 CH = 1.00
FM Smith Recreation Center	SP= 0 CH = 3	SP= 0 CH = 0.75

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Town Camp Survey	Y	Y	
OPR Book Giveaway	Y	Y	
Youth Basketball League	Y	Y	
Fall Program Survey	Y	Y	
Town Afterschool 2021	Y	Y	
Lifeguard Certification Courses	Y	Y	
Town Fall Flyer	Y	Y	
OPR Trifold Summer Services	Y	Y	
ADA Inclusion Statemen	Y	Y	
CAPP Flyer Translation	Y	Y	
OPR Town Camp	Y	Y	
Future T-Ball Pop-Up Game	Y	Y	
Girl Sport	Y	Y	
Town Afterschool 2022	Y	Y	
Spring & Summer Catalog	Y	Y	
2022 Inclusion Intake Form	Y	Y	
Summer Hire-Paragraph	Y	Y	
OPRYD RET Survey	Y	Y	
OPRYD Youth Programming Survey	Y	Y	
Total # of vital documents reported = 19			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jenkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	N/A	2	N/A	1	N/A
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	5.75	0.5	17%	1.41	15%
DeFremery Pool	1651 Adeline Street	94607	238-7739	10.48	1.31	0	1.31	0
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	7.53	5.7	53%	0	0%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	2.59	1	39%	0	0%
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	17.75	2	11%	0	0%
Temescal Pool & Live Oak	371 45 th Street	94609	597-5013	4.41	0	0%	1	23%
Cultural Arts:								
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	4.75	0	0%	0	0%
Rainbow Teen Center	5818 International Blv	94621	615-5807	5.95	2	34%	0	0%
Studio Once Art Center	365 45 th Street	94609	597-5027	6.69	3	45%	1	15%
Citywide Arts (Citywide Program)	365 45 th Street	94609	597-5027	6.54	1	15%	0	0%
Recreation Centers:								
Allendale	3711 Suter Street	94619	535-5635	4.01	0	0%	0	0%
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	1.78	1	56%	0	0%
Brookdale	2535 High Street	94601	535-5632	0.4	0	0%	0	0%
Bushrod	560 59 th Street	94609	597-5031	5.95	2	34%	0	0%
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	7.23	6	83%	1	14%
DeFremery	1651 Adeline Street	94607	238-7739	6.23	1	16%	1	16%
Dimond	3860 Hanly Road	94602	482-7831	7.33	1	14%	0	0%
FM Smith	1969 Park Boulevard	94606	238-7742	2.69	1	37%	4	139%
Franklin	1010 East 15 th Street	94606	238-7741	5.25	1	19%	3	57%
Golden Gate	1075 62 nd Street	94608	567-5032	3.43	1	29%	0	0%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	5.65	5	88%	0	0%
Lincoln Square	250 10 th Street	94607	238-7738	4.76	1	21%	5	105%
Manzanita	2701 22 nd Avenue	94606	535-5625	4.45	2	45%	1	22%
Montclair	6300 Moraga Avenue	94611	482-7812	6.22	0	0%	0	0%
Mosswood	365 45 th Street	94609	597-5027	4.07	1	25%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	4.95	0	0%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	428-7827	10.81	0	0%	0	0%
Tassafaronga	975 85 th Avenue	94621	615-5764	2.75	1	36%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	4.25	0	0%	1	24%
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	13.65	0	0%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	5.89	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	5.15	2		0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	2.05	0	0%	0	0%
Area One Special Sport	11450 Golf Links	94605	351-0391	1.78	1	56%	1	56%
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	1.78	1	56%	1	56%
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	12.35	4	32	0	0%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	N/A	N/A
Discovery Center East	2521 High Street	94601	535-5657	N/A	N/A	N/A	N/A	N/A
Discovery Center West	935 Union Street	94607	238-7127	N/A	N/A	N/A	N/A	N/A
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	3	1	33%	0	0%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	17.75	2	11%	0	0%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	4	0	0%	4	0%
Area I & II Rec Center Supervision	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	4.75	4	84%	0	0%

Department Name: Oakland Parks, Recreation and Youth Development
Fiscal Year: FY2021-2022

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Describe department's effort in survey implementation: I was not aware of any Language Assessment Survey that was administered.	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
231.74	208.13	11%	86	YES – 41%	5%	40	YES – 19%

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

OPRYD is continuously committed in providing services, information, programs, and mental wellness support to our diverse communities either through our recreation centers, programs, rental facilities, or our many open spaces and parks. We strive to comply with the Equal Access to Services Ordinance by providing mandated new employee trainings and adding the ordinance to our monthly staff meetings. As a community base organization, we understand the importance to translate vital and non-vital documents, forms, notices, and flyers in the threshold languages Spanish and Chinese. And to hire sufficient bilingual PCP staff. We are constantly updating our social media platforms to safeguard that the LES populations are well informed of the services we provide.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

OPRYD makes every effort in recruiting qualified bilingual applicants, we target a wide range of candidates by providing community organizations with flyers, posting multilingual flyers at local public places, schools, media outlets, council district offices, city's website and advertising in mayor's newsletter.

3. Highlight positive changes, successes, and best practices.

We continue to stress the importance of equitable services and through our efforts we'll connecting more with our diverse communities.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

To better serve the LES population we are committed to translating all notices, beyond vital information and identifying staff that speak other languages to bridge language barriers. We strive to be inclusive of all LES population beyond the city's threshold languages Spanish and Chinese.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Facility Name	Address	Zip Code
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612
Allendale	3711 Suter Street	94619
Arroyo Viejo	7701 Krause Avenue	94603
Brookdale	2535 High Street	94601
Bushrod	560 59 th Street	94609
Carmen Flores	1637 Fruitvale Avenue	94601
DeFremery	1651 Adeline Street	94607
Dimond	3860 Hanly Road	94602
FM Smith	1969 Park Boulevard	94606
Franklin	1010 East 15 th Street	94606
Golden Gate	1075 62 nd Street	94608
Ira Jenkins	9175 Edes Avenue	94603
Lincoln Square	250 10 th Street	94607
Manzanita	2701 22 nd Avenue	94606
Montclair	6300 Moraga Avenue	94611
Mosswood	365 45 th Street	94609
Rainbow	5800 International Boulevard	94621
Redwood Heights	3883 Aliso Avenue	94619
Sheffield Village	247 Marlow Drive	94605
Tassafaronga	975 85 th Avenue	94621
Willie Keyes (Poplar)	3131 Union Street	94608

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

OPRYD translated 100% of all vital and non-vital documents in the threshold languages Spanish and Chinese.

3. Describe other materials the Department has provided in multiple languages?

We continue to translate vital and non-vital information to better serve the LES population.

Fiscal Year 21-22 Documents List		
Document Name	SP	CH
Town Camp Survey	Y	Y
OPR Book Giveaway	Y	Y
Youth Basketball League	Y	Y
Fall Program Survey	Y	Y
Town Afterschool 2021	Y	Y
Lifeguard Certification Courses	Y	Y
Town Fall Flyer	Y	Y
OPR Trifold Summer Services	Y	Y
ADA Inclusion Statemen	Y	Y

CAPP Flyer Translation	Y	Y
OPR Town Camp	Y	Y
Future T-Ball Pop-Up Game	Y	Y
Girl Sport	Y	Y
Town Afterschool 2022	Y	Y
Spring & Summer Catalog	Y	Y
2022 Inclusion Intake Form	Y	Y
Summer Hire-Paragraph	Y	Y
OPRYD RET Survey	Y	Y
OPRYD Youth Programming Survey	Y	Y

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OPRYD provides a total of 15 multilingual telephone messages in the threshold languages.

Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jenkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

We publicize the availability of bilingual services at recreation centers and facilities in public gatherings, lobbies, and front counters.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The OPRYD Dept. has no complaints this reporting period.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - Re-evaluate the hiring outreach process
 - Hire more Chinese speaking PCP
 - Start the hiring recruitment earlier and extend the application intake period
 - Increase the number of multilingual recorded telephone messages
 - Engage and participate in the city's culture community events
 - Post and review the Civil Rights Policy and Procedures
 - Add the Civil Rights Policy and Procedures to our Employee Handbook, and website
 - Hold ongoing Equal Access & Civil Rights Policy trainings
 - Create a departmental list of Multilanguage PCP
 - Provide facilities with the Language Access Compliant form
 - Onsite visits of OPRYD facilities

Oakland Parks, Recreation and Youth Development						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	New	PCP_POSI	LANGUAGE
501110 - Directors Unit	1 Frank Ogawa Plaza	Executive Assistant to the Dire	02-APR-22	YES	NO	None
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Business Analyst II	08-FEB-20	NO	NO	None
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Capital Imp Proj Coord, Asst	26-AUG-17	NO	NO	Vietnamese
501110 - Directors Unit	666 Bellvue Ave	Assistant Director, Parks & Rec	02-JUL-01	NO	NO	Spanish
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Director of Parks & Recreation	06-JUN-16	NO	NO	None
501120 - OPR Administrative S	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	13-JUN-09	NO	YES	None
501120 - OPR Administrative S	250 FRANK H. OGAWA PLAZA	Office Manager	21-MAR-88	NO	YES	Spanish
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manag	24-JUN-91	NO	NO	None
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manag	07-DEC-02	NO	YES	None
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	09-JUL-08	NO	NO	None
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk III	30-MAY-06	NO	NO	Tagalog
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	31-DEC-05	NO	NO	Tagalog
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Account Clerk II	02-SEP-08	NO	NO	None
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk II	05-MAY-07	NO	NO	None
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	13-AUG-07	NO	NO	Chinese
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	NO	YES	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT	12-JUN-10	NO	YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	06-AUG-84	NO	NO	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	01-JUN-19	NO	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	10-SEP-94	NO	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	31-JAN-15	NO	NO	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-OCT-21	YES	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	04-SEP-10	NO	NO	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	04-SEP-10	NO	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-OCT-21	YES	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	22-SEP-18	NO	YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	23-SEP-17	NO	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	27-NOV-21	YES	YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUL-12	NO	NO	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11	NO	YES	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Special Events Coordinator	29-SEP-97	NO	NO	None
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT	19-OCT-19	NO	NO	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-MAY-17	NO	YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	23-JUN-12	NO	YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	NO	NO	None
501250 - Special Programs	3612 Webster Street	Recreation Program Director	06-JUN-16	NO	NO	Spanish
501270 - Dunsmuir Hellman Es	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PPT	01-MAY-10	NO	YES	None
501270 - Dunsmuir Hellman Es	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUL-01	NO	YES	None
501270 - Dunsmuir Hellman Es	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUN-14	NO	YES	Spanish
501270 - Dunsmuir Hellman Es	250 Frank H. Ogawa Plaza, 3rrd	Recreation Attendant I, PT	14-MAY-11	NO	NO	None
501270 - Dunsmuir Hellman Es	250 Frank H. Ogawa Plaza, 3rrd	Recreation Supervisor	08-JAN-11	NO	YES	None
501270 - Dunsmuir Hellman Es	250 Frank H. Ogawa Plaza, 3rrd	Recreation Attendant I, PT	21-OCT-17	NO	NO	None
502110 - Area One Administrat	250 Frank H. Ogawa Plaza, 3rrd	Recreation Supervisor	28-JUL-07	NO	YES	Spanish
502230 - Area 1 Rec Center Su	1 Frank Ogawa Plaza	Recreation Supervisor	03-JUN-95	NO	NO	Spanish
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Leader I, PT	24-DEC-11	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Leader II, PPT	07-JUN-08	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	NO	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	NO	Spanish
502231 - Bushrod Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Center Director	08-JUN-02	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	NO	YES	None
502231 - Bushrod Recreation C	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	NO	Spanish
502232 - Defremery Recreation	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUN-18	NO	YES	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	NO	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Leader I, PT	29-JUN-19	NO	YES	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Leader II, PPT	19-MAY-07	NO	YES	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	NO	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16	NO	YES	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502232 - Defremery Recreation	250 FRANK H. OGAWA PLAZA	Recreation Center Director	21-JUN-14	NO	YES	Spanish
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	NO	NO	None
502232 - Defremery Recreation	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	NO	None
502233 - Golden Gate Recreat	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	27-MAY-08	NO	YES	None
502233 - Golden Gate Recreat	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-NOV-18	NO	YES	None
502233 - Golden Gate Recreat	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
502233 - Golden Gate Recreat	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES	Spanish
502233 - Golden Gate Recreat	666 Bellvue Ave	Recreation Leader I, PT	14-JUN-08	NO	YES	None

502233 - Golden Gate Recreati	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-MAR-20	NO	YES	None
502233 - Golden Gate Recreati	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	NO	YES	None
502233 - Golden Gate Recreati	666 Bellvue Ave	Recreation Leader I, PT	21-MAY-07	NO	YES	None
502233 - Golden Gate Recreati	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	16-JUN-18	NO	YES	None
502233 - Golden Gate Recreati	250 Frank H. Ogawa Plaza, 3rrd	Recreation Center Director	31-OCT-05	NO	NO	None
502233 - Golden Gate Recreati	666 Bellvue Ave	Recreation Leader I, PT	07-MAR-20	NO	YES	None
502233 - Golden Gate Recreati	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11	NO	YES	None
502233 - Golden Gate Recreati	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES	Spanish
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	19-FEB-22	YES	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Specialist II, PPT	08-JUN-91	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader II, PPT	21-NOV-15	NO	NO	Chinese
502234 - Lincoln Recreation Ce	250 FRANK H. OGAWA PLAZA	Recreation Center Director	01-APR-00	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	22-JAN-22	YES	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	29-JUN-19	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	09-FEB-19	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	Spanish
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	21-JUN-14	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-02	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16	NO	YES	Chinese
502234 - Lincoln Recreation Ce	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	31-DEC-94	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader II, PT	22-NOV-03	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	08-MAY-04	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	27-JUL-19	NO	YES	Chinese
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	NO	YES	None
502234 - Lincoln Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	NO	YES	Chinese
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Center Director	26-JAN-19	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUL-13	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Specialist III, PT	22-NOV-99	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUN-18	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	06-JUL-13	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader II, PT	16-OCT-10	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUL-16	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	12-JUN-10	NO	YES	None
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader I, PT	30-OCT-21	YES	YES	Spanish
502235 - Montclair Recreation	666 Bellvue Ave	Recreation Leader II, PT	06-OCT-07	NO	YES	None
502235 - Montclair Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-20	NO	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Aide, PT	03-AUG-13	NO	YES	Spanish
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	05-MAR-22	YES	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	YES	Chinese
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES	Chinese
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader II, PPT	17-JUN-17	NO	YES	None
502236 - Mosswood Recreatio	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	None
502236 - Mosswood Recreatio	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	Spanish
502236 - Mosswood Recreatio	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES	None
502236 - Mosswood Recreatio	3612 Webster Street	Recreation Center Director	08-JUN-13	NO	YES	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader II, PPT	13-JAN-90	NO	YES	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Attendant I, PT	12-JUN-21	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	17-DEC-94	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None

502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Attendant I, PT	27-JUN-20	NO	YES	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	Chinese
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Leader II, PT	05-JUL-14	NO	NO	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	YES	None
502237 - Poplar Recreation Ce	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	NO	YES	None
502240 - Lakeside Park Operat	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-SEP-17	NO	YES	None
502240 - Lakeside Park Operat	666 Bellvue Ave	Recreation Leader I, PT	07-OCT-17	NO	YES	Spanish
502240 - Lakeside Park Operat	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11	NO	YES	None
502240 - Lakeside Park Operat	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-JUL-13	NO	YES	None
502240 - Lakeside Park Operat	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-AUG-14	NO	YES	None
502240 - Lakeside Park Operat	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUL-16	NO	YES	None
502240 - Lakeside Park Operat	666 Bellvue Ave	Recreation Specialist I, PT	15-JUL-17	NO	YES	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	NO	YES	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader II, PPT	30-DEC-17	NO	NO	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	NO	YES	None
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES	None
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	NO	YES	None
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	NO	YES	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15	NO	YES	None
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES	None
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	01-JUN-19	NO	YES	None
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES	Spanish
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	NO	YES	None
502310 - Aquatics Supervision	250 Frank H. Ogawa Plaza, 3rrc	Recreation Supervisor	02-DEC-19	NO	YES	None
502311 - Live Oak Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-JUL-15	NO	YES	Spanish
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	27-NOV-21	YES	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17	NO	YES	Spanish
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	24-JUN-00	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	30-MAY-09	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	19-MAY-18	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	03-AUG-13	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	17-AUG-13	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	17-AUG-13	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	15-JUL-17	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	YES	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	04-JUN-16	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	YES	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-OCT-21	YES	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-MAY-03	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-APR-22	YES	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-JUL-18	NO	YES	Spanish
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	08-SEP-18	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	21-APR-18	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	11-JUN-11	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-JUL-21	YES	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	20-JUN-15	NO	YES	Spanish
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-10	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	29-MAY-10	NO	YES	None
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-JUN-18	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	NO	YES	None
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-MAY-16	NO	YES	Spanish
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUL-12	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	22-JAN-22	YES	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	19-MAY-18	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	30-MAY-09	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	20-MAY-17	NO	YES	Chinese
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	20-MAY-17	NO	YES	Chinese
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17	NO	YES	Chinese
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	16-JUL-16	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	NO	YES	Chinese
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	18-JUN-16	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-MAY-16	NO	YES	Chinese
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-AUG-14	NO	YES	None

502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	09-JUN-12	NO	YES	None
502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	03-DEC-16	NO	YES	None
502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	03-DEC-16	NO	YES	None
502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-JUN-08	NO	YES	Spanish
502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	07-JUN-08	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-11	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-21	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	23-JUL-11	NO	YES	Chinese
502314 - Temescal Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	23-JUL-11	NO	YES	Chinese
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	21-MAY-05	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-MAR-12	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	YES	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	13-AUG-16	NO	YES	None
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	08-APR-17	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-APR-22	YES	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	19-MAY-07	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	16-AUG-14	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-AUG-14	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	YES	YES	None
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-JUN-18	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-MAY-19	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	NO	YES	None
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	27-NOV-21	YES	YES	None
502314 - Temescal Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	04-JUL-15	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	04-JUL-15	NO	YES	Spanish
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	01-JUL-17	NO	YES	None
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	20-MAY-06	NO	YES	None
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-11	NO	YES	None
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	02-JUL-16	NO	YES	None
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	23-APR-16	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	30-JUN-18	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	13-AUG-16	NO	YES	None
502315 - Fremont Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	27-MAY-00	NO	YES	None
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	05-JUL-14	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	01-AUG-15	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	17-JUN-17	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	18-NOV-17	NO	YES	None
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	14-JUL-18	NO	YES	Spanish
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	NO	YES	None
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES	None
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	Spanish
502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	01-MAR-17	NO	YES	None
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	Spanish
502320 - Tennis	666 Bellvue Ave	Recreation Specialist III, PT	07-MAR-16	NO	NO	None
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	05-FEB-22	YES	YES	None
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	10-JUL-21	YES	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	27-JUN-09	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	24-DEC-11	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JAN-94	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	05-JUL-14	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-DEC-94	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	14-MAY-11	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-AUG-13	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-MAY-16	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	08-NOV-03	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	08-NOV-03	NO	YES	None

502330 - City-Wide Sports	666 Bellvue Ave	Recreation Supervisor	19-JUN-93	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUL-13	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-JUN-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-JUN-14	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	06-NOV-04	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JAN-08	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-MAR-01	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	03-MAR-01	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUN-19	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUN-14	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-JUL-16	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	04-JUN-16	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	28-OCT-00	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	28-OCT-00	NO	NO	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUL-12	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	09-JUN-12	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	25-JUN-11	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Attendant I, PT	23-JUL-11	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUL-11	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-89	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JUN-89	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JUN-10	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUL-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	02-JUN-18	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-06	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	26-JUN-10	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	23-JUN-12	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-OCT-17	NO	YES	None
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Attendant I, PT	16-JUN-18	NO	YES	None
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	20-MAY-17	NO	YES	None
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	04-MAY-19	NO	YES	None
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Program Director	22-AUG-09	NO	YES	None
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	08-MAR-08	NO	YES	None
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	23-JUN-12	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation General Supervisor	13-APR-09	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	21-MAR-20	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	10-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	29-AUG-15	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Program Director	31-MAY-97	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	31-JAN-04	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	27-JUN-20	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	21-JUN-14	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	17-MAR-12	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	17-MAR-12	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	02-OCT-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Aide, PT	06-APR-19	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	06-APR-19	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	07-AUG-21	YES	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	16-OCT-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist II, PT	12-JUN-10	NO	NO	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	08-JUN-13	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	08-JUN-13	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	04-JUN-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	27-NOV-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Aide, PT	20-APR-19	NO	NO	None

502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	27-JUN-20	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	24-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Water Safety Instructor, PT	05-MAY-07	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUL-15	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Program Director	04-JUL-15	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Pool Manager, PT	22-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Water Safety Instructor, PT	22-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	22-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	15-JUL-17	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Pool Manager, PT	04-JUN-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	04-JUN-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	07-AUG-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist II, PT	21-MAY-16	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	16-OCT-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	24-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	02-OCT-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	10-JUL-21	YES	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	10-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUN-16	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	27-JUN-20	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	24-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	27-NOV-21	YES	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	07-MAR-20	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	08-JAN-22	YES	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Aide, PT	10-JUL-21	YES	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	21-MAY-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	21-MAY-16	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	30-JUN-18	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	10-JUL-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	12-MAY-12	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist II, PT	21-JUN-14	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader II, PPT	23-OCT-75	NO	NO	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	07-AUG-21	YES	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Specialist I, PT	27-JUN-20	NO	YES	Chinese
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	08-JUN-13	NO	YES	None
502332 - East Oakland Sports C	7101 Edgewater Dr.	Lifeguard, PT	10-JUL-21	YES	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Leader I, PT	03-JUN-17	NO	YES	Spanish
502332 - East Oakland Sports C	7101 Edgewater Dr.	Recreation Attendant I, PT	03-JUN-17	NO	YES	Spanish
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	16-JUL-16	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	11-JUN-11	NO	YES	None
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	18-MAR-89	NO	NO	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	20-JUL-13	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	27-JUL-19	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-05	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	02-JUL-16	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Youth Sports Program Coordin	17-MAY-85	NO	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	22-JAN-22	YES	YES	None
502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	05-OCT-19	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	Chinese
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	05-APR-08	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	04-JUN-05	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	26-JUN-10	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	08-APR-17	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Program Director	17-JUN-17	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-FEB-22	YES	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	14-MAR-15	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	06-JUN-15	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	05-JUL-14	NO	YES	None

502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	28-MAY-11	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	05-OCT-19	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	02-JUN-18	NO	YES	Spanish
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	06-JUN-15	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Attendant II, PPT	23-MAY-15	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	01-JUN-19	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	04-MAY-19	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	06-APR-19	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	14-AUG-17	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	01-SEP-01	NO	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	01-JUN-19	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Leader II, PT	06-MAY-17	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	27-NOV-21	YES	YES	None
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	NO	YES	None
502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	29-AUG-15	NO	YES	None
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	12-JUN-21	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	Spanish
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	29-MAY-21	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Specialist I, PT	04-MAY-19	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	16-OCT-21	YES	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Program Director	04-MAR-00	NO	NO	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Specialist I, PT	02-JUL-16	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Leader I, PT	12-JUN-21	NO	YES	None
502370 - Area One Special Spo	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	Chinese
503230 - Area Two Rec Center	1 Frank Ogawa Plaza	Recreation Leader II, PT	11-OCT-03	NO	YES	None
503230 - Area Two Rec Center	1 Frank Ogawa Plaza	Recreation Leader II, PPT	19-MAY-18	NO	NO	None
503230 - Area Two Rec Center	1 Frank Ogawa Plaza	Recreation Supervisor	12-JAN-08	NO	NO	Spanish
503230 - Area Two Rec Center	1 Frank Ogawa Plaza	Recreation Program Director	12-JUN-10	NO	YES	Spanish
503230 - Area Two Rec Center	1 Frank Ogawa Plaza	Recreation General Supervisor	09-MAR-19	NO	YES	Spanish
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Leader II, PT	14-MAY-11	NO	YES	None
503231 - Allendale Recreation	3711 SUTTER STREET	Recreation Leader I, PT	05-JUL-14	NO	NO	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Leader I, PT	29-MAY-21	NO	NO	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Aide, PT	25-JUN-11	NO	YES	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Leader II, PPT	03-JUN-17	NO	NO	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	NO	YES	None
503231 - Allendale Recreation	666 Bellvue Ave	Recreation Center Director	08-JUN-13	NO	NO	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-JAN-22	YES	YES	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	22-JUN-13	NO	YES	None
503232 - Dimond Recreation C	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	YES	Spanish
503232 - Dimond Recreation C	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
503232 - Dimond Recreation C	666 Bellvue Ave	Recreation Center Director	30-SEP-00	NO	YES	None
503232 - Dimond Recreation C	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	NO	YES	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	27-JUN-20	NO	YES	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
503232 - Dimond Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES	None
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Center Director	31-MAR-07	NO	NO	Spanish
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-MAY-09	NO	YES	None
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUL-16	NO	YES	None
503233 - Franklin Recreation C	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	NO	NO	Chinese
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11	NO	YES	Chinese
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUN-16	NO	YES	None
503233 - Franklin Recreation C	666 Bellvue Ave	Recreation Attendant I, PT	04-JUN-16	NO	NO	None
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	Chinese
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11	NO	YES	None
503233 - Franklin Recreation C	666 Bellvue Ave	Recreation Leader II, PT	07-JUN-08	NO	YES	None
503233 - Franklin Recreation C	666 Bellvue Ave	Recreation Specialist I, PT	03-JUN-06	NO	NO	Spanish
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	NO	YES	None
503233 - Franklin Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	NO	YES	None
503235 - Manzanita Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18	NO	YES	None
503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	NO	YES	Chinese
503235 - Manzanita Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	08-JUN-13	NO	YES	None
503235 - Manzanita Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-JUN-19	NO	YES	None
503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Aide, PT	11-JUL-20	NO	YES	None
503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Center Director	01-SEP-01	NO	YES	Spanish
503235 - Manzanita Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	Spanish

503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	None
503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	NO	YES	None
503235 - Manzanita Recreation	666 Bellvue Ave	Recreation Leader II, PT	03-JUN-17	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Center Director	15-JAN-94	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Specialist I, PT	13-JUN-98	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Specialist I, PT	25-OCT-14	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Specialist III, PT	19-JUL-03	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Specialist III, PT	27-DEC-97	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-20	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	05-FEB-22	YES	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Leader II, PT	11-JUN-08	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUN-19	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Leader II, PT	15-DEC-07	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Leader I, PT	07-AUG-99	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Leader II, PT	25-MAY-02	NO	YES	None
503236 - Redwood Heights Rec	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	NO	YES	None
503236 - Redwood Heights Rec	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	NO	YES	None
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14	NO	NO	Chinese
503237 - FM Smith Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	08-MAY-04	NO	YES	Chinese
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	NO	NO	None
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Aide, PT	01-JUN-19	NO	NO	Spanish
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Leader I, PT	04-JUL-15	NO	YES	None
503237 - FM Smith Recreation	250 FRANK H. OGAWA PLAZA	Recreation Center Director	27-MAY-00	NO	YES	None
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES	Chinese
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18	NO	YES	Chinese
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	NO	None
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	NO	None
503237 - FM Smith Recreation	666 Bellvue Ave	Recreation Leader I, PT	28-MAR-15	NO	YES	None
503239 - Carmen Flores Recrea	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES	None
503239 - Carmen Flores Recrea	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	06-JUN-16	NO	NO	Spanish
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Specialist I, PT	16-JUL-05	NO	NO	Spanish
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	NO	YES	Spanish
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13	NO	YES	Spanish
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13	NO	YES	Spanish
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16	NO	YES	Spanish
503239 - Carmen Flores Recrea	250 FRANK H. OGAWA PLAZA	Recreation Center Director	09-JUN-12	NO	NO	None
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Leader II, PT	09-JUN-12	NO	NO	None
503239 - Carmen Flores Recrea	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	NO	YES	Chinese
504320 - Malonga Casquelourd	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	29-MAY-21	NO	NO	None
504320 - Malonga Casquelourd	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PPT	29-NOV-97	NO	NO	None
504320 - Malonga Casquelourd	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	NO	NO	Vietnamese
504320 - Malonga Casquelourd	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	09-JUN-12	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	27-JUN-20	NO	YES	Spanish
504330 - Studio One	365 45th Street	Recreation Attendant I, PT	27-JUN-20	NO	YES	Spanish
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-19	NO	YES	Spanish
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-AUG-14	NO	NO	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	25-JUL-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	06-APR-19	NO	YES	Spanish
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	15-AUG-15	NO	YES	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	21-JUN-14	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	18-JUL-15	NO	YES	Chinese
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Attendant I, PT	07-JUN-14	NO	YES	Spanish
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Leader II, PT	21-MAY-05	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	01-JUL-08	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	16-AUG-14	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	Spanish
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	26-JUN-10	NO	YES	None

504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	26-JUN-21	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUL-12	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	14-MAY-11	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	26-JUN-10	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	16-JUN-84	NO	NO	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-MAY-09	NO	YES	Chinese
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	02-JUN-18	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	16-JUN-18	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	08-JUN-13	NO	YES	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	11-JUN-85	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	09-AUG-08	NO	YES	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	25-SEP-04	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	27-JUN-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-MAY-21	NO	YES	Chinese
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	27-JUN-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	04-JUL-15	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-NOV-21	YES	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	04-MAY-19	NO	YES	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	02-JUN-07	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	06-JUN-16	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-OCT-20	NO	YES	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	08-JUN-13	NO	YES	Chinese
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-APR-19	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUL-16	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Specialist II, PT	25-JUN-11	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-JUN-19	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	11-OCT-14	NO	NO	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	NO	YES	None
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd	Recreation Leader II, PPT	20-MAY-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	06-JUN-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	27-JUN-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	13-JUN-09	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18	NO	YES	Spanish
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	17-MAY-86	NO	NO	None
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	12-JUL-08	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-SEP-97	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	27-JUN-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	27-JUN-20	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Center Director	07-JUN-03	NO	NO	Spanish
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	NO	YES	Spanish
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	30-JUN-08	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JAN-00	NO	YES	None
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	NO	YES	Chinese
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	NO	YES	None
504410 - City-Wide Programs U	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	01-MAY-10	NO	YES	None
504410 - City-Wide Programs U	250 FRANK H. OGAWA PLAZA	Recreation Supervisor	29-APR-00	NO	YES	None
504410 - City-Wide Programs U	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	22-JUN-02	NO	YES	Spanish
504410 - City-Wide Programs U	250 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	NO	NO	None
504410 - City-Wide Programs U	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-MAY-09	NO	NO	None
504410 - City-Wide Programs U	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	29-MAY-10	NO	YES	None
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	03-JUN-06	NO	YES	None
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	06-OCT-18	NO	YES	None
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	23-MAY-15	NO	YES	None
507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	16-APR-22	YES	YES	None
509230 - Area Three Rec Super	1 Frank Ogawa Plaza	Recreation Supervisor	28-JAN-06	NO	YES	None
509230 - Area Three Rec Super	1 Frank Ogawa Plaza	Recreation Leader II, PPT	20-JUN-15	NO	NO	None
509231 - Arroyo Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	NO	YES	Spanish
509231 - Arroyo Recreation Ce	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	05-MAR-22	YES	NO	None
509231 - Arroyo Recreation Ce	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES	None
509231 - Arroyo Recreation Ce	666 Bellvue Ave	Recreation Center Director	25-FEB-11	NO	YES	None
509232 - Brookdale Recreation	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-FEB-90	NO	YES	None
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	Spanish

509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES	None
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Leader II, PT	19-MAY-18	NO	YES	Spanish
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	11-DEC-21	YES	YES	None
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
509233 - Ira Jinkins Recreation	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	27-JUN-20	NO	YES	None
509233 - Ira Jinkins Recreation	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	28-JAN-06	NO	YES	None
509233 - Ira Jinkins Recreation	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-16	NO	YES	None
509233 - Ira Jinkins Recreation	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-APR-19	NO	YES	None
509233 - Ira Jinkins Recreation	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15	NO	YES	Spanish
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	YES	None
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	04-JUN-16	NO	YES	Spanish
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Leader II, PPT	11-JUN-11	NO	YES	None
509233 - Ira Jinkins Recreation	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	05-FEB-22	YES	YES	None
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Center Director	06-JUL-13	NO	YES	Spanish
509233 - Ira Jinkins Recreation	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	NO	YES	None
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUL-17	NO	NO	None
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-JUN-15	NO	YES	None
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17	NO	YES	None
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	NO	YES	None
509234 - Discovery	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15	NO	YES	None
509234 - Discovery	666 Bellvue Ave	Recreation Specialist II, PPT	15-APR-00	NO	YES	None
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	NO	NO	None
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	NO	YES	None
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	YES	None
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	05-JUL-14	NO	NO	None
509235 - Rainbow	7101 Edgewater Dr - Bldg 4	Recreation Center Director	26-JUN-10	NO	YES	None
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	NO	None
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16	NO	NO	None
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	27-JUL-19	NO	NO	None
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	None
509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES	None
509235 - Rainbow	666 Bellvue Ave	Recreation Leader II, PPT	29-JUN-96	NO	YES	None
509236 - Tassafaranga Recreat	666 Bellvue Ave	Recreation Leader II, PPT	13-JAN-07	NO	YES	None
509236 - Tassafaranga Recreat	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES	None
509236 - Tassafaranga Recreat	7101 Edgewater Dr - Bldg 4	Recreation Center Director	30-SEP-00	NO	YES	Spanish
509236 - Tassafaranga Recreat	666 Bellvue Ave	Recreation Leader II, PT	03-JUN-17	NO	NO	None
509236 - Tassafaranga Recreat	666 Bellvue Ave	Recreation Aide, PT	10-JUL-21	YES	YES	None
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEV	Recreation Leader I, PT	04-JUL-15	NO	YES	None
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	30-JAN-12	NO	YES	Spanish
509239 - Rainbow Teen Center	1 Frank Ogawa Plaza	Recreation Leader II, PT	15-JUN-19	NO	YES	Spanish
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	06-JUN-15	NO	YES	None
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-JUL-16	NO	YES	None

Department Name:
Fiscal Year: FY2021-2022

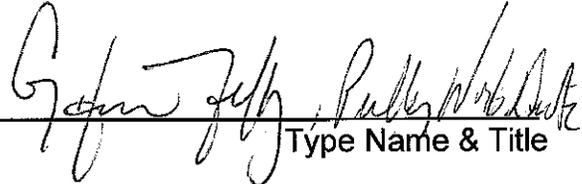


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, G. HAROLD DUFFEY, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND PUBLIC WORKS DEPARTMENT was submitted on JUNE 24, 2022.



Type Name & Title

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Public Works Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	G. Harold Duffey	Robyn Hanson	Robyn Hanson
Title	Director, Public Works Department	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314
Phone#	510-238-4470	510-238-2296	510-238-2296
Email	hduffey@oaklandca.gov	rhanson@oaklandca.gov	rhanson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	690.23		New Hires	65	
Public Contact Positions (PCP)	30	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	7	23.3%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	5	16.7%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 – Director and Human Resources Unit	30555 – Facilities Roving Custodial - OPR
30112 – Human Resources	30556 – Facilities Maintenance
30121 – PWA Fiscal Services	30557 – Facilities Structural
30181 – Management Information Systems Unit	30558 – Facilities Electrical/Project
30211 – Engineering and Construction - Administration	30559 – Facilities Custodial - OPL
30231 – Project Delivery - Administration	30661 – Facilities & Environment Asst. Director's Office
30232 – Construction Management and Material Testing	30651 – Parks/Bldg. Maintenance Administration
30234 – Facilities Planning and Development	30652 – Landscape Maintenance
30241 – Engineering Design and ROW - Administration	30654 – Tree Services
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed and Stormwater Program	30672 – Street Cleaning
30511 – Infrastructure & Ops Asst. Director's Office	30673 – Graffiti Abatement & Rapid Response
30532 – Storm Drain Maintenance	30674 – Illegal Dumping
30533 – Sewer System Maintenance	30676 – Litter Enforcement
30541 – Equipment Services Administration	30681 – Environmental Services Administration
30551 – Facilities Administration	30682 – Environmental Services Recycling & Solid Waste
30552 – Facilities Civic Center Complex	30683 – Environmental Services Environmental Remediation
30553 – Facilities Hall of Justice Complex	30684 – Environmental Services Sustainability
30554 – Facilities Plant Operations	30689 – Environmental Services Energy Group

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

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Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	X No <input type="checkbox"/> Yes – Please describe below.

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adopt a Drain Flyer	X	X	Vietnamese
Adopt a Spot Request & Agreement	X	X	Vietnamese
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Building Electrification Info Flyer	X	X	
Building Electrification Website Survey	X	X	
Business Stormwater Inspection FY 21-22 Consultant Access Letter	X	X	
Business Stormwater Inspection FY 21-22 Invoice Letter	X	X	
Business Stormwater Inspection FY 19-20 Invoice Letter	X	X	
Business Stormwater Inspection FY 20-21 Invoice Letter	X	X	
Business Stormwater Inspection FY 20-21 Oakland Fire Department Inspection Letter	X	X	
Business Stormwater Inspection FY 20-21 Consultant Access Letter	X	X	
Business Stormwater Inspection Enforcement Letter (2021)	X	X	
Stormwater Best Management Practices for Restaurants Booklet	X	X	Korean
Business Stormwater Inspection Notice of Fee Letter	X	X	
Business Stormwater Inspection FY 19-20 Consultant Access Letter	X		
Business Stormwater Inspection Program Brochure	X	X	
Capital Improvement Program Community Outreach Flyer	X	X	Vietnamese
Capital Improvement Program Community Outreach Poster	X	X	Vietnamese
Capital Improvement Program Community Outreach Survey	X	X	Vietnamese
Capital Improvement Program Community Outreach Newspaper Advertisements	X	X	
Cyanobacteria Sign	X	X	
Construction Management Door Hangers	X	X	Vietnamese
Courtland Creek Restoration Project Public Mtg 1 Flyer – July 2021	X	X	
Courtland Creek Restoration Project Public Mtg 1 Feedback Flyer – July 2021	X	X	
Courtland Creek Restoration Project Public Mtg 1 Invitation – July 2021	X	X	
Courtland Creek Restoration Project Public Mtg 1 Table Announce – July 2021	X	X	
Courtland Creek Restoration Project Public Mtg 1 Flyer – May 2022	X	X	
Creek to Bay Day Postcard	X	X	
Creek to Bay Day Poster	X	X	
Earth Day Flyer	X	X	
Earth Day Postcard	X	X	
Earth Day Poster	X	X	
Earth EXPO Flyer	X	X	
Earth EXPO Postcard	X	X	
Earth EXPO Poster	X	X	
El Nino – Be Storm Ready Pamphlet	X	X	
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
FOG/Wipes Disposal Bill Insert	X	X	
Greenware Ordinance Flyer	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Home Energy Efficiency Outreach Material	X	X	
Lake Merrit Interpretive Sign Sanctuary History	X	X	
Lake Merrit Interpretive Sign Hot Spot Birds	X	X	
Lake Merrit Interpretive Sign Keep Wildlife Wild	X	X	

Lake Merrit Interpretive Sign Keep Waterways Clean	X	X	
Lake Merrit Interpretive Sign Tidal Lagoon	X	X	
Lake Merrit Interpretive Sign Watershed	X	X	
NorCal Resilience Application	X		
Oakland Compost for Businesses Video Voiceover	X	X	
Oakland Creeks Map and Watershed Education Poster	X	X	
Oaktown Proud Illegal Dumping Resource Guide	X	X	
Open Office Hours' Notice for Environmental Services Division	X	X	
Recycling Program Guide	X	X	Vietnamese
Residential Fat, Oil & Grease Postcard	X	X	
RV Safe Wastewater Disposal Outreach Flier	X	X	
Small Business Recycling	X	X	
Volunteer Opportunities	X	X	
Volunteer Guidelines & Safety Sheet	X	X	
Volunteer Waiver	X	X	
Volunteer Sign In Sheet	X	X	
Volunteer Incident/Injury Report Form	X	X	
Zero Waste SFD Service Brochure	X	X	Vietnamese
Zero Waste MFD Service Brochure	X	X	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	X	X	Vietnamese
Total # of vital documents reported = 64			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	X Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
OPW Main Reception Desk	510-238-3961	Completed
OPW Construction Management	510-238-3051	Completed
Recycling Hotline	510-238-7283	Completed
Volunteer Opportunities	510-238-7630	Completed
Event Hotline	510-238-7611	Completed
Adopt-a-Spot Hotline	510-238-7630	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	X Yes <input type="checkbox"/> No
Describe department's effort in survey implementation: The OPW front desk administrative staff located at 250 Frank H. Ogawa Plaza, Suite 4314 participated in the language assessment survey from April 18, 2022 through April 29, 2022. Due to our front desk being closed to the public, the survey participation was very low this reporting year. There were 22 surveys conducted. All the individuals that participated in the survey stated English as their spoken language. There were no individuals from the LES community that participated in the survey.	

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:Oakland public works

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
690.23	30	2	7	Yes	1	5	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Oakland Public Works (OPW) department has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

OPW's Bureau of Administration have three and one-half (3.5) FTEs, a Public Information Officer II, a newly hired Program Analyst II, a Public Service Representative, along with a part-time Senior Aide designated as PCPs. The Public Information Officer II serves as the liaison between department and the community, and the Program Analyst II serves as an additional liaison to assist the Public Information Officer II. The Public Service Representative and Senior Aide are responsible for the day-to-day operations of assisting and directing the public and other City staff at the department's main reception counter which is located at 250 Frank H. Ogawa Plaza, Suite 4314. Due to the Covid-19 Pandemic, the services to the public have been suspended; however, the main reception counter staff remains open to City staff only. They also continue to answer incoming calls from the public.

The Bureau of Design and Construction have a total of four (4) FTEs designated as PCP's; One (1) Spanish-speaking staff member and three (3) Chinese-speaking staff member. This is a huge improvement from last year in our efforts to support the Limited English Speaking (LES) community. These positions are located at 250 Frank H. Ogawa Plaza, 4th Floor.

The Bureau of Maintenance and Information Services have a total of three (3) FTEs designated as PCP's; two (2) Spanish-speaking staff members and one (1) Chinese-speaking staff member. This is another improvement in our efforts to support the LES community. These positions are located at 150 and 250 Frank H. Ogawa Plaza.

The Bureau of Environment have a total of eighteen (18) FTEs designated as PCP's. These positions are located at 750 – 50th Avenue and 250 Frank H. Ogawa Plaza, 5th Floor.

The one obvious challenge that OPW continue to face this reporting year is the Covid-19 pandemic which caused interruption of some of the services OPW provides.

However, this reporting year, OPW have been able to continue offering the Bulky Pick-Up Services, which was suspended last reporting year until it resumed again in May 2021. These services are free to all citizens which includes the LES community of Oakland to dispose of large unwanted items every last Saturday of the month from 9:00 a.m. to 1:00 p.m.

Please note that even though the OAK311 Call Center is now under the umbrella of the City Administrator's Office; we are still partners. OPW rely on OAK311 staff heavily in receiving, responding to and closing out all the department's service requests.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management (DHRM) and Equal Access to ensure that the needs of the LES community is met. Currently, OPW employs staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Arabic, German, Persian, French, and Mian. During this

reporting year, our Environmental Services Division filled one (1) position (Environmental Program Specialist) that is designated as a PCP and within that division there are a total of eighteen (18) PCPs which four (4) are proficient in Spanish and one (1) in Chinese.

This reporting year, the Environmental Enforcement Unit which is a part of the Illegal Dumping Program continues to help reduce and/or eliminate illegal dumping, litter and blight within the Oakland communities. This special unit consists of one (1) Clean Community Supervisor and six (6) Environment Enforcement Officers in which one (1) is Spanish speaking. They are consistently out in the field communicating and educating Oakland communities about illegal dumping, litter and blight which includes attending community meetings.

OPW will continue to expand our hiring outreach efforts to different professional organizations, social media outlets, colleges and universities for our future recruitments which will give us a more diverse and broader pool of candidates.

3. Highlight positive changes, successes, and best practices.

OPW is still working with DHRM to have continuous recruitments for several of the department's classifications, such as Assistant Engineer I and Assistant Engineer II along with part-time Custodians and Park Attendants and DHRM has continued to honor this request. This allowed the department to increase the number of part-time Park Attendants and Custodians hired this reporting year.

OPW will continue to expand their outreach efforts to numerous high schools, colleges, and universities to hire part-time Engineering Interns and Student Trainees. These students are all from various diverse backgrounds that will work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

OPW has continued to use volunteers at several of our annual departmental events and activities (i.e., Battle of the Bay/Creek to Bay Day, Adopt-a-Spot, Adopt-a-Storm Drain, MLK Day of Service, Earth EXPO/Earth Day, Art and Soul, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

Please note that this year's MLK Day of Service was extended for 40 Days of Service from January 17, 2022, through February 28, 2022.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

All required notices are at the following locations:

- OPW Main Reception Information desk at 250 Frank H. Ogawa Plaza – Administration, Suite 4314
- Bureau of Environment, Environmental Services, 250 Frank H. Ogawa Plaza, Suite 5302
- Bureau of Environment, Environmental Enforcement Unit, 750 – 50th Avenue

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As shown in Table 4A, 100% of vital documents were translated into threshold languages with 64 vital documents translated in Spanish and Chinese and several are translated in Vietnamese.

3. Describe other materials the Department has provided in multiple languages?

OPW translated the following materials in multiple languages, specifically Spanish and Chinese:

- Building Electrification Info Flyer
- Building Electrification Website Survey
- Business Stormwater Inspection FY 21-22 Consultant Access Letter

- Business Stormwater Inspection FY 21-22 Invoice Letter
- Cyanobacteria Sign
- Courtland Creek Restoration Project Public Mtg 1 Flyer – July 2021
- Courtland Creek Restoration Project Public Mtg 1 Feedback Flyer – July 2021
- Courtland Creek Restoration Project Public Mtg 1 Invitation – July 2021
- Courtland Creek Restoration Project Public Mtg 1 Table Announce – July 2021
- Courtland Creek Restoration Project Public Mtg 1 Flyer – May 2022
- Lake Merritt Interpretive Sign Sanctuary History
- Lake Merritt Interpretive Sign Hot Spot Birds
- Lake Merritt Interpretive Sign Keep Wildlife Wild
- Lake Merritt Interpretive Keep Waterways Clean
- Lake Merritt Interpretive Tidal Lagoon
- Lake Merritt Interpretive Watershed
- NorCal Resilience Application
- Oakland Creeks Map and Watershed Education Poster
- RV Safe Wastewater Disposal Outreach Flyer

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
As shown in Table 5, OPW have six (6) multilingual telephone message lines:
 - OPW Main Reception Information Desk – 510-238-3961
 - OPW Construction – 510 238-3051
 - Recycling Hotline – 510-238-7283
 - Volunteer Opportunities – 510-238-7630
 - Event Hotlines – 510-238-7611
 - Adopt-a-Spot Event Hotline – 510-238-7630

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
As stated in section A3, OPW will continue its outreach efforts to the LES community through community meetings, and department special events and activities.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There were no oral or written complaints filed with the Department regarding bilingual services this reporting period.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
OPW continues to have several continuous recruitments within the next 12 months which will give the department a broad pool of candidates to hire additional bilingual staff. Currently, we are doing continuous recruiting for Assistant Engineer I and Assistant Engineer II for our Bureau of Design and Construction. In addition, we are in the process of recruiting for part-time Student Trainees, Engineering Interns, Park Attendants and Custodians for our Bureau of Design and Construction, Bureau of Environment and Bureau of Maintenance and Information Services. We are expecting to continue our efforts of hiring a diverse group of candidates for these current and upcoming recruitments.

Oakland Public Works						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_PC	LANGUAGE
30111 - Director and Human Resources	250 FRANK H. OGAWA	Director of Public Works	24-JUL-21	YES	YES	
30111 - Director and Human Resources	250 FRANK H. OGAWA	Manager, Agency Administrative	14-MAY-12		NO	
30111 - Director and Human Resources	250 FRANK H. OGAWA	Program Analyst II	30-APR-22	YES	YES	
30111 - Director and Human Resources	250 FRANK H. OGAWA	Public Information Officer II	14-MAR-16		YES	
30111 - Director and Human Resources	250 FRANK H. OGAWA	Public Works Operations Manager	12-SEP-16		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Administrative Analyst II	28-JAN-08		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Administrative Analyst II	23-OCT-06		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Administrative Analyst II	05-OCT-92		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Manager, Support Services	07-MAR-20		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Payroll Personnel Clerk III	31-OCT-11		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Payroll Personnel Clerk III	04-DEC-06		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Payroll Personnel Clerk III	24-NOV-01		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Program Analyst I	31-OCT-20		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Public Service Representative	18-MAY-19		YES	
30112 - Human Resources	250 FRANK H. OGAWA	Support Services Supervisor	20-MAR-21		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Support Services Supervisor	26-JAN-19		NO	
30112 - Human Resources	250 FRANK H. OGAWA	Training & Public Services Administrator	01-DEC-18		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk II	30-APR-22	YES	NO	
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	23-FEB-19		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	17-AUG-15		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Accountant I	08-AUG-20		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	18-MAY-19		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	01-AUG-01		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	24-OCT-05		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	02-JAN-01		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Administrative Services Manager II	19-APR-10		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Budget & Grants Administrator	18-OCT-04		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Management Assistant	13-OCT-14		NO	
30121 - PWA Fiscal Services	PWA FISCAL	Senior Aide, PT	21-JUL-14		YES	
30181 - Management Information System	PWA FISCAL	Business Analyst II	26-NOV-07		NO	
30181 - Management Information System	PWA FISCAL	Business Analyst II	24-APR-06		NO	
30181 - Management Information System	150 Frank Ogawa Plaza	Business Analyst III	15-JUN-19		NO	
30181 - Management Information System	PWA FISCAL	Manager, Technology Program	18-OCT-04		NO	
30211 - Engineering and Construction - A	250 FRANK H. OGAWA	Administrative Analyst II	21-SEP-19		NO	
30211 - Engineering and Construction - A	250 Frank Ogawa Plaza	Administrative Assistant II	30-APR-01		NO	
30211 - Engineering and Construction - A	250 FRANK H. OGAWA	Manager, Capital Contracts	25-DEC-21	YES	NO	
30211 - Engineering and Construction - A	1 Frank Ogawa Plaza	Mayor's PSE 14	13-SEP-01		NO	Spanish
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	Administrative Assistant II	03-APR-96		NO	
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	Engineer, Civil Principal	08-JAN-22	YES	NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Administrative Assistant I, PT	15-JUL-17		NO	
30232 - Construction Management and N	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAY-21		NO	
30232 - Construction Management and N	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06		NO	
30232 - Construction Management and N	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAR-04		NO	German
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Construction Inspector Sup (Field)	15-OCT-96		NO	
30232 - Construction Management and N	250 Frank Ogawa Plaza	Construction Inspector, Supervisor II	24-JAN-00		NO	Arabic
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Assistant I (Office)	08-FEB-20		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Assistant II (Office)	25-JAN-20		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Assistant II (Office)	02-JUN-18		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Assistant II (Office)	22-AUG-11		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Assistant II (Office)	22-OCT-07		YES	Spanish
30232 - Construction Management and N	250 Frank Ogawa Plaza	Engineer, Civil (Field)	02-SEP-14		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Civil (Office)	24-JUL-21	YES	NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Civil (Office)	10-JUL-21	YES	NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Civil (Office)	09-FEB-19		NO	
30232 - Construction Management and N	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Field)	29-MAY-12		NO	
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Engineer, Civil Supervising (Office)	28-AUG-06		YES	Chinese
30232 - Construction Management and N	7101 Edgewater Dr - Bldg	Temp Contract Svcs Employee, PT	19-FEB-22	YES	NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04		NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Imp Proj Coord, Asst	30-OCT-21	YES	NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	05-FEB-22	YES	NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	22-JAN-22	YES	NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	22-JAN-22	YES	NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	12-SEP-16		NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	30-MAR-15		NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	25-JAN-99		YES	Chinese
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Manager, Capital Improvement Program	23-OCT-06		NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Project Manager	05-MAY-18		NO	
30234 - Facilities Planning and Developm	250 Frank Ogawa Plaza	Project Manager	04-JUN-01		YES	Chinese
30241 - Engineering Design and ROW - A	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	13-MAR-17		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-AUG-18		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO	

30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-89		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-FEB-20		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-20		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-JAN-20		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Field)	12-JUN-21		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	10-JUL-21	YES	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Principal	04-JUN-07		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-APR-18		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	27-FEB-01		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO	
30245 - Watershed and Stormwater Prog	250 Frank Ogawa Plaza	Engineer, Civil (Office)	04-JAN-16		NO	
30245 - Watershed and Stormwater Prog	250 Frank Ogawa Plaza	Program Analyst III	17-JAN-17		NO	
30245 - Watershed and Stormwater Prog	250 Frank Ogawa Plaza	Program Analyst III	10-NOV-14		NO	
30245 - Watershed and Stormwater Prog	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13		NO	
30245 - Watershed and Stormwater Prog	250 FRANK H. OGAWA PLAZA	Project Manager II	30-MAR-98		NO	
30245 - Watershed and Stormwater Prog	250 Frank Ogawa Plaza	Watershed Program Supervisor	17-JUN-17		NO	
30511 - Infrastructure& Ops Asst Director	7101 Edgewater Dr - Bldg	Administrative Assistant II	03-MAR-03		NO	
30511 - Infrastructure& Ops Asst Director	7101 Edgewater Dr - Bldg	Assistant Director, Public Works Agency	26-MAY-14		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Administrative Assistant I	06-OCT-03		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Heavy Equipment Operator	14-OCT-02		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	20-FEB-21		NO	
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	22-SEP-18		NO	
30532 - Storm Drain Maintenance	5921 Shepherd Canyon	Public Works Maintenance Worker	28-JUL-18		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	21-OCT-17		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	24-NOV-14		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	29-SEP-14		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	31-AUG-13		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	08-JUL-13		NO	
30532 - Storm Drain Maintenance	5921 Shepherd Canyon	Public Works Maintenance Worker	08-AUG-09		NO	
30532 - Storm Drain Maintenance	5921 Shepherd Canyon	Public Works Maintenance Worker	15-DEC-97		NO	
30532 - Storm Drain Maintenance	5921 Shepherd Canyon	Public Works Supervisor I	20-SEP-10		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	11-FEB-91		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor II	19-APR-99		NO	
30532 - Storm Drain Maintenance	5921 Shepherd Canyon	Street Maintenance Leader	11-SEP-17		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	23-OCT-06		NO	
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	03-AUG-02		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	13-MAY-02		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	14-APR-01		NO	
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg	Street Maintenance Leader	03-JUL-93		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Administrative Assistant II	24-AUG-09		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Heavy Equipment Operator	09-MAY-05		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Program Analyst II	10-APR-06		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Operations Manager	01-OCT-94		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	05-JAN-15		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	01-OCT-12		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	27-OCT-03		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Public Works Supervisor I	29-JAN-96		NO	
30533 - Sewer System Maintenance	5921 Shepherd Canyon	Public Works Supervisor II	18-OCT-93		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	05-OCT-19		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	23-DEC-13		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	23-DEC-13		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	25-JUN-12		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	14-MAY-12		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	23-JAN-12		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	24-JAN-11		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	23-OCT-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	02-JAN-07		NO	Spanish
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	09-SEP-06		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	19-AUG-02		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	18-AUG-01		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	19-APR-99		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	14-MAR-94		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	15-MAR-93		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	22-AUG-88		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Leader	12-OCT-87		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Planner	08-JUL-13		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	08-FEB-20		NO	

30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	08-FEB-20		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	21-MAY-18		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	23-SEP-17		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	28-AUG-17		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	06-JAN-14		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	23-DEC-13		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	09-MAY-11		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	12-JUL-10		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	08-AUG-09		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	07-APR-08		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	23-OCT-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	02-JUN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	02-JAN-07		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	01-JUL-06		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	22-JUN-02		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	24-JUN-00		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	10-JAN-00		NO	Spanish
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	18-OCT-99		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	20-MAR-99		NO	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg	Sewer Maintenance Worker	16-FEB-93		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	24-JUL-21	YES	NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	06-FEB-21		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	22-AUG-20		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	22-AUG-20		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	27-FEB-17		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	12-MAY-14		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	03-DEC-07		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Mechanic	27-FEB-06		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Service Worker	06-FEB-21		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Service Worker	31-MAR-14		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Service Worker	15-AUG-07		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Auto Equipment Service Worker	27-SEP-04		NO	
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Electro-Mechanical Machinist	13-MAR-00		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Body Repair Worker	26-SEP-05		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Body Repair Worker	14-FEB-95		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Parts Technician	05-JUN-17		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Parts Technician	05-JUN-17		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Parts Technician	09-JUN-14		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Parts Technician	19-NOV-07		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Services Superintendent	13-AUG-07		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Supervisor	13-MAR-17		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Equipment Supervisor	11-AUG-03		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Facility Security Assistant, PT	29-SEP-14		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Fleet Compliance Coordinator	11-MAY-15		NO	
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	30-APR-22	YES	NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	19-FEB-22	YES	NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	19-FEB-22	YES	NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	22-AUG-20		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	21-SEP-19		NO	
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	21-SEP-19		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	27-FEB-17		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	05-JUL-16		NO	
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	11-MAY-15		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	06-NOV-06		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	20-DEC-04		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	04-MAR-96		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Mechanic	11-MAR-91		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Service Worker	22-AUG-20		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Service Worker	22-AUG-20		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Service Worker	29-AUG-05		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Supervisor	31-MAR-14		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Heavy Equipment Supervisor	05-NOV-07		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Manager, Equipment Services	01-JUN-99		NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Temp Contract Svcs Employee, PT	30-APR-22	YES	NO	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg	Temp Contract Svcs Employee, PT	05-MAR-22	YES	NO	
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg	Administrative Analyst II	18-DEC-06		NO	
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Administrative Assistant II	07-OCT-02		YES	Spanish
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	19-DEC-05		NO	
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	29-MAY-12		NO	
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg	Manager, Building Services	06-MAY-95		NO	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodial Services Supervisor I	03-MAY-08		NO	

30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	17-OCT-20		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	19-SEP-20		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	06-APR-19		NO	
30552 - Facilities: Civic Center Complex	8201 EDGEWATER DRIV	Custodian	09-MAR-19		NO	
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	16-FEB-16		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO	
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	18-FEB-14		NO	
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	21-FEB-07		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	04-JAN-99		NO	
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	07-OCT-98		NO	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Pla	Custodian	29-NOV-97		YES	Chinese
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	24-NOV-97		NO	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Pla	Custodian	10-DEC-96		YES	Spanish
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Pla	Custodian	11-MAY-92		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	21-JUL-14		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05		NO	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Maintenance Mechanic	23-NOV-15		NO	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Pla	Stationary Engineer	18-AUG-03		NO	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Pla	Stationary Engineer, Chief	01-FEB-99		NO	
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bld	Custodial Services Supervisor I	18-FEB-14		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	19-SEP-20		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Custodian	27-JUN-20		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	11-SEP-17		NO	
30553 - Facilities: Hall of Justice Complex	8201 EDGEWATER DRIV	Custodian	16-FEB-16		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	18-FEB-14		NO	
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian	28-MAY-13		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Custodian	17-MAY-04		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	31-JAN-04		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Custodian	22-MAY-03		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Custodian	06-JUL-02		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Custodian	02-JAN-01		NO	
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian, PPT	25-JUL-98		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	19-OCT-19		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO	
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Stationary Engineer	03-OCT-20		NO	
30553 - Facilities: Hall of Justice Complex	1000 Oak Street	Stationary Engineer	08-OCT-18		NO	
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bld	Stationary Engineer	24-AUG-09		NO	
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Pla	Stationary Engineer	10-MAY-04		NO	
30553 - Facilities: Hall of Justice Complex	455 7th Street	Stationary Engineer, Chief	05-NOV-07		NO	
30554 - Facilities: Plant Operations	250 Frank Ogawa Plaza	Construction & Maintenance Mechanic	26-DEC-20		NO	
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13		NO	
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bld	Stationary Engineer	30-SEP-02		NO	
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	23-MAR-98		NO	
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97		NO	
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodial Services Supervisor I	03-MAY-10		NO	
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	16-FEB-16		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO	
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	31-JAN-15		NO	
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	20-NOV-06		NO	
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bld	Custodian	31-JUL-06		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	19-JUN-04		NO	
30555 - Facilities: Roving Custodial - OPR	150 Frank H. Ogawa Pla	Custodian	31-JAN-04		NO	
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	08-DEC-03		NO	
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bld	Custodian	30-MAR-02		NO	
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bld	Custodian	19-JUL-97		NO	
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	11-JAN-97		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian Supervisor	08-NOV-99		NO	

30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian, PPT	22-MAY-04		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	08-OCT-16		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15		NO	
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	09-JUL-12		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	30-OCT-21	YES	NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	20-JAN-15		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	21-MAY-07		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Construction & Maintenance Supv I	26-MAR-07		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Custodian	17-OCT-20		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Custodian	16-FEB-16		NO	
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	01-JUN-19		NO	
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	02-FEB-15		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Painter	19-MAR-22	YES	NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Painter	19-FEB-22	YES	NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Painter	03-NOV-99		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Painter	23-JAN-89		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Plumber	26-OCT-02		NO	
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg	Plumber	15-APR-02		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Carpenter	19-NOV-07		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Carpenter	26-MAR-07		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Carpenter	18-OCT-93		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	22-AUG-20		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	29-APR-13		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	31-JUL-06		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Construction & Maintenance Mechanic	28-OCT-02		NO	
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg	Construction & Maintenance Supv I	12-JUN-00		NO	
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg	Administrative Assistant II	20-OCT-18		NO	
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg	Construction & Maintenance Supv I	31-JUL-06		NO	
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg	Electrician	28-JUN-10		NO	
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg	Electrician	03-NOV-97		NO	
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg	Electrician Leader	31-JAN-05		NO	
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Maintenance Mechanic	07-DEC-13		NO	
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodial Services Supervisor I	07-JAN-13		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian	20-OCT-06		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg	Custodian	31-AUG-02		NO	
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	02-FEB-02		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg	Custodian	30-OCT-00		NO	
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	28-JUL-98		NO	
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg	Custodian	23-AUG-93		NO	
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	22-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	23-MAR-19		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	09-MAR-19		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	26-AUG-17		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	02-FEB-15		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-APR-11		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	13-NOV-10		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	01-AUG-05		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	31-AUG-02		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	03-AUG-02		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-SEP-00		NO	
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	18-APR-98		NO	
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Painter	02-OCT-06		NO	
30611 - Facilities & Environ Asst. Director	7101 Edgewater Dr - Bldg	Administrative Assistant II	15-DEC-08		NO	
30611 - Facilities & Environ Asst. Director	7101 Edgewater Dr - Bldg	Administrative Services Manager I	10-DEC-12		NO	
30611 - Facilities & Environ Asst. Director	7101 Edgewater Dr - Bldg	Temp Contract Svcs Employee, PT	19-MAR-22	YES	NO	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg	Administrative Assistant II	11-DEC-97		NO	Spanish
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg	Manager, Park Services	08-JUL-87		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	21-AUG-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	07-AUG-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	07-AUG-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	24-JUL-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	12-JUN-21		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Gardener Crew Leader	08-AUG-20		NO	

30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-SEP-06		NO	
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	31-AUG-02		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	21-AUG-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	24-AUG-19		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	08-JUL-13		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	04-SEP-12		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	04-SEP-12		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	03-OCT-11		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Equipment Operator	12-JUN-10		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Supervisor I	12-JUN-21		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Supervisor I	05-JUL-16		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Supervisor I	14-APR-14		NO	
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Supervisor I	12-NOV-13		NO	
30652 - Landscape Maintenance	250 FRANK H. OGAWA	Park Supervisor I	14-APR-01		NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Supervisor II	11-DEC-21	YES	NO	
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg	Park Supervisor II	06-AUG-12		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Administrative Analyst II	23-MAR-19		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Administrative Assistant II	22-JAN-22	YES	NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Arboricultural Inspector	14-APR-14		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Arboricultural Inspector	27-APR-91		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Supervisor I	18-FEB-89		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Supervisor II	29-JAN-18		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	14-NOV-20		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	31-OCT-20		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	31-OCT-20		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	16-JUN-18		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	04-JUN-18		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	15-NOV-10		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	07-SEP-09		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Trimmer	14-FEB-05		NO	
30654 - Tree Services	7101 Edgewater Dr - Bldg	Tree Worker	13-NOV-21	YES	NO	
30671 - SCGA Admin	750 50th Ave.	Administrative Analyst II	28-JUL-18		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Maintenance Worker	09-MAY-05		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	19-APR-99		NO	
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87		NO	
30672 - Street Cleaning	5921 Shepherd Canyon	Street Maintenance Leader	11-MAR-85		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	16-JAN-18		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-DEC-17		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-OCT-17		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-OCT-07		NO	
30672 - Street Cleaning	5921 Shepherd Canyon	Street Sweeper Operator	23-OCT-06		NO	
30672 - Street Cleaning	5921 Shepherd Canyon	Street Sweeper Operator	10-OCT-06		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05		NO	
30672 - Street Cleaning	5921 Shepherd Canyon	Street Sweeper Operator	18-JAN-05		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01		NO	
30672 - Street Cleaning	5921 Shepherd Canyon	Street Sweeper Operator	10-SEP-96		NO	
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Facility Security Assistant, PT	18-APR-88		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Heavy Equipment Operator	07-JAN-13		NO	
30673 - Graffiti Abatement & Rapid Resp	5050 COLISEUM WAY	Painter	31-MAR-14		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Painter	03-SEP-13		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Public Works Maintenance Worker	11-DEC-21	YES	NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Public Works Maintenance Worker	28-JUL-18		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Public Works Maintenance Worker	19-MAY-18		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14		NO	
30673 - Graffiti Abatement & Rapid Resp	7101 Edgewater Dr - Bldg	Public Works Supervisor I	23-JUL-01		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Street Maintenance Leader	15-DEC-07		NO	
30673 - Graffiti Abatement & Rapid Resp	750 50th Ave.	Temp Contract Svcs Employee, PT	30-APR-22	YES	NO	
30674 - Illegal Dumping	750 50th Ave.	Clean Community Supervisor	03-SEP-13		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-JAN-22	YES	NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg	Public Works Maintenance Worker	18-SEP-21	YES	NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	26-JUN-21		NO	
30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Maintenance Worker	06-MAR-21		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-OCT-19		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19		NO	

30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Maintenance Worker	18-MAY-19		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-APR-19		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	17-NOV-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	08-SEP-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	08-SEP-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-APR-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17		NO	
30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Maintenance Worker	23-SEP-17		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-SEP-17		NO	
30674 - Illegal Dumping	7101 Edgewater Dr - Bl	Public Works Maintenance Worker	20-MAY-17		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15		NO	
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	23-NOV-15		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-JUL-14		NO	
30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Maintenance Worker	04-SEP-12		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	09-JUL-08		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96		NO	
30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Supervisor I	01-MAR-14		NO	
30674 - Illegal Dumping	750 50th Ave.	Public Works Supervisor I	28-AUG-09		NO	
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00		NO	
30674 - Illegal Dumping	5921 Shepherd Canyon	Public Works Supervisor II	29-OCT-03		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-SEP-18		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-17		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-SEP-17		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-NOV-15		NO	
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-JUN-14		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	29-APR-13		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-JUN-11		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	09-MAY-11		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-07		NO	
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-MAY-02		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01		NO	
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93		NO	
30676 - Litter Enforcement	PWA FISCAL	Administrative Analyst I	09-OCT-17		NO	
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	15-MAY-21	YES		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	05-MAY-18	YES	Mian	
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	20-MAY-17	YES		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	28-JAN-08	YES	Spanish	
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	14-APR-03	YES		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	15-MAY-02	YES		
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	03-JAN-07		NO	
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Manager, Environmental Services	24-AUG-19		NO	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	02-APR-22	YES	NO	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	26-DEC-20		YES	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	10-OCT-16		YES	Spanish
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	02-OCT-00		YES	Spanish
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	17-OCT-20		YES	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	11-SEP-07		YES	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Solid Waste/Recycling Program Supervisor	30-JUL-01		YES	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	24-JUL-21	YES	YES	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15		YES	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15		YES	Cantonese
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05		YES	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-SEP-13		YES	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Management Intern	11-DEC-21	YES	NO	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14		NO	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst III	26-JUL-99		YES	Spanish
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Student Trainee, PT	02-OCT-21	YES	NO	
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Program	22-DEC-14		NO	
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Program Analyst III	31-MAR-14		NO	
30689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02		NO	
30689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Program Analyst I	26-JUN-21		NO	
30689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Program Analyst III	27-NOV-21	YES	NO	
30689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	16-DEC-17		NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I.

DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, **William A. Gilchrist**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **Planning and Building Department** was submitted on **June 24, 2022**.

William Gilchrist

William A. Gilchrist, Director

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Nachele Jackson	Nachele Jackson
Title	Director	Administrative Analyst I	Administrative Analyst I
Address	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315
Phone#	510-238-2229	510-238-3150	510-238-3150
Email	WGilchrist@oaklandca.gov	njackson@oaklandca.gov	njackson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	148		New Hires	22	
Public Contact Positions (PCP)	94	100%	New PCP Hires	14	100%
PCP With Spanish Language Skill	16	16 %	New PCP Hires with SP Skill	1	16%
PCP With Chinese Language Skill	9	9 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Infrastructure Inspections
Strategic & Digital Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Zoning City Planning – Other (Strategic Planning)	SP= 3 CH = 1	SP= 5 CH = 1
Inspection Services Admin – Other Inspection Services – Other Building Inspection – Residential Other (Inspection: Residential Building) Engineering Services (Permit Center)	SP= 2 CH = 1	SP= 14 CH = 6

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Describe department's effort in survey implementation: The department was unique in the language assessment survey in that it was posted on the department's website in addition to be administered at the permit/public counter to garner as many responses as possible and to demonstrate the departments commitment to diversity and equal access. Please see the results below:</p> <p><i>From Bulk Email Blast</i></p> <ul style="list-style-type: none"> • Sent to 13,073 contacts (mainly active permit holders) • 27.3% (3,566 unique contacts) opened the email • 2% (258 unique contacts) clicked on the survey link <p><i>From Social Media Posts</i></p> <ul style="list-style-type: none"> • Instagram: 702 impressions (views) 6 likes 1 comment • LinkedIn: 390 impressions (views) 4 likes 1 comment 5 clicks • Twitter: 2 likes 0 replies 2 retweets 9 clicks • Facebook: 569 impressions (views) 1 reaction 0 comments 1 share 6 clicks 	

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
148	94	10	17	Yes	5	9	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Planning & Building (PBD) continues to meet compliance goals set forth by the EAO. There is currently a total of 33 bilingual staff (PCP and non-PCP staff) within the department. Staff has utilized the City's interpretation services to correspond with customers by phone or in-person (for essential services). Additionally, PBD continuously works with the City Administrator's Office and other departments to develop and implement enhanced tools and processes to improve customer services, especially since the Permit Counter has reopened from being closed due to the pandemic.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

PBD works with the Human Resources Management Department (HRM) and the Equal Access Office (EAO) to assess the PCP status and language requirements for each position that needs to be filled. During this reporting period, PBD has hired over 20 new staff members, 3 or more of which have self-identified language skills in the threshold languages of Chinese and Spanish. Furthermore, PBD ensures that staff are regularly trained on the interpretation services provided through the Equal Access Office in case bilingual staff are not readily available to assist customers.

3. Highlight positive changes, successes, and best practices.

PBD continues to meet compliance goals set forth by the EAO by ensuring that staff are aware and regularly trained on utilizing the interpretation and translation services provided by the EAO, especially new staff. All new staff are provided with information on the department's bilingual staff list, how to apply for Bilingual Pay testing in accordance with Administrative Instruction 558: Bilingual Pay and utilization of the City's contracted interpretation and translation services. These resources are also listed on our department's Intranet page and emailed to staff on a regular basis—specifically when updated information is available.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 - The Human Resources Single Point of Contact (SPOC) maintains and distributes a departmental list of bilingual staff to all staff. The PBD Bilingual Staff list is also available on the department's Intranet page.
 - Instructions and demonstrations on how to utilize City Translation and Interpretation Services is shared with the department regularly.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

The Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor

- The Inspections Service Counter at 250 Frank H Ogawa Plaza, 2nd Floor.
- The Administrative Unit Reception Area located at 250 Frank H Ogawa Plaza, Suite 3315, 3rd Floor

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As of FY21-22, PBD has a total of 26 vital documents. All documents have been translated into Spanish (100%) and Chinese (100%), and some have been translated into additional languages, such as Vietnamese.

3. Describe other materials the Department has provided in multiple languages?

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve the LES community. PBD is in coordination with the Economic and Workforce Development Department to identify other vital permit-related documents. Additionally, PBD works with the CAO and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

PBD has eight public access telephones lines, all of which have been recorded with multilingual messages.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

PBD facilitates communication with LES Spanish and Chinese populations by providing training to staff on how to use the City's translation and interpretation services, and regularly distributing an up-to-date list of departmental staff who are bilingual. Additionally, PBD ensures that: 1) there are notices notifying customers that bilingual services are available posted prominently and readily visible at the public counters. These notices also include translations in Spanish and Chinese threshold languages; 2) staff informs and asks customers if they would like bilingual services to better assist their needs; and 3) recorded information hotlines are multilingual.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

To the department's knowledge, PBD did not receive any language access complaints this year.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

In the next 12 months, PBD will continue to translate departmental vital documents as they are created and updated and make them readily available to the public. This includes preparing interpretation services and having materials translated for the upcoming General Plan Update.

Future vacancies may be selectively certified based on the bilingual need at the time of recruitments.

To the extent possible, PBD will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

PBD will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

ORGANIZATION	ADDRESS_LI	JOB_CLASS	HIRE_DATE	NEW H		PCP_PC	PCP_LANG_1
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Account Clerk III	18-SEP-21	YES		NO	
84111 - Admin: Planning, Building & Neighborho	250 Frank H	Account Clerk III	23-MAR-19			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Accountant III	12-JUN-10			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Administrative Analyst I	06-APR-19			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Administrative Analyst I	06-JAN-14			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Administrative Analyst II	11-FEB-08			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Administrative Services Manager II	07-SEP-19			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Assistant Director, Planning & Buildin	04-APR-16			NO	Amharic
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Business Analyst II	16-MAY-20			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Director of Planning & Building	11-SEP-17			NO	
84111 - Admin: Planning, Building & Neighborho	250 FRANK	Executive Assistant to the Director	02-JUN-08			NO	
84111 - Admin: Planning, Building & Neighborho	250 Frank H	Graphic Delineator	16-JUN-08			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Office Assistant II	17-APR-21			NO	
84111 - Admin: Planning, Building & Neighborho	250 Frank H	Project Manager	21-SEP-18			NO	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Project Manager II	03-APR-21			NO	
84111 - Admin: Planning, Building & Neighborho	250 FRANK	Public Service Representative	02-APR-22	YES		YES	Spanish
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Public Service Representative	18-SEP-21	YES		YES	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Public Service Representative	13-APR-15			YES	
84111 - Admin: Planning, Building & Neighborho	250 Frank O	Public Service Representative	07-JUN-14			YES	
84111 - Admin: Planning, Building & Neighborho	250 Frank O	Public Service Representative	20-NOV-93			YES	
84111 - Admin: Planning, Building & Neighborho	250 Frank O	Public Service Representative	04-APR-20			YES	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Public Service Representative	07-JUN-14			YES	Mandarin
84111 - Admin: Planning, Building & Neighborho	250 FRANK	Public Service Representative	03-FEB-14			YES	
84111 - Admin: Planning, Building & Neighborho	250 Frank O	Public Service Representative	27-JUL-87			YES	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Public Service Representative, Senior	19-MAY-08			YES	Spanish
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Public Service Representative, Senior	16-JUN-07			YES	
84111 - Admin: Planning, Building & Neighborho	1 Frank Oga	Technical Communications Specialist	01-JUN-19			NO	
84211 - Planning	250 FRANK	Deputy Director/City Planner	14-JUN-10			No	
84211 - Planning	1 Frank Oga	Planner II	03-APR-21			YES	
84211 - Planning	250 Frank H	Planner II	01-MAY-21			YES	
84211 - Planning	250 Frank O	Planner II	20-OCT-18			YES	Spanish
84211 - Planning	250 FRANK	Planner III	20-FEB-21			YES	Russian
84211 - Planning	250 FRANK	Planner III	25-AUG-18			YES	Spanish
84211 - Planning	1 Frank Oga	Planner IV	06-FEB-21			NO	Tamil, Hindi
84211 - Planning	1 Frank Oga	Planner IV	21-SEP-19			NO	
84211 - Planning	1 Frank Oga	Planner IV	28-SEP-15			NO	

84211 - Planning	1 Frank Oga	Planner IV	06-AUG-07			NO	
84211 - Planning	250 Frank H	Planner V	27-JUN-05			NO	
84211 - Planning	1 Frank Oga	Public Service Representative	16-APR-22	YES		YES	
84229 - Zoning	250 Frank H	Administrative Assistant II	29-SEP-97			NO	
84229 - Zoning	1 Frank Oga	Management Intern, PT	16-APR-22	YES		NO	
84229 - Zoning	1 Frank Oga	Management Intern, PT	02-APR-22	YES		NO	
84229 - Zoning	250 Frank H	Manager, Zoning	08-APR-02			NO	
84229 - Zoning	1 Frank Oga	Planner I	30-APR-22	YES		YES	
84229 - Zoning	1 Frank Oga	Planner I	18-MAY-19			YES	Spanish
84229 - Zoning	250 Frank H	Planner I	12-OCT-15			YES	Mandarin
84229 - Zoning	250 Frank H	Planner II	20-MAR-21			YES	Spanish
84229 - Zoning	250 Frank H	Planner II	17-NOV-18			YES	Cantonese
84229 - Zoning	1 Frank Oga	Planner II	29-AUG-05			YES	Spanish
84229 - Zoning	250 Frank O	Planner II	07-FEB-01			YES	
84229 - Zoning	1 Frank Oga	Planner III	06-FEB-21			YES	
84229 - Zoning	250 Frank H	Planner III	16-JUN-18			YES	
84229 - Zoning	250 Frank H	Planner III	20-JUN-16			YES	
84229 - Zoning	250 Frank H	Planner III	07-AUG-89			YES	
84229 - Zoning	1 Frank Oga	Planner III, Historic Preservation	14-DEC-19			YES	
84229 - Zoning	250 Frank H	Planner III, Historic Preservation	29-AUG-83			YES	
84229 - Zoning	1 Frank Oga	Planner IV	07-NOV-16			NO	
84229 - Zoning	250 FRANK	Planner IV	29-APR-03			NO	
84229 - Zoning	250 FRANK	Planner IV	04-NOV-02			NO	
84229 - Zoning	250 Frank H	Planner IV	28-AUG-00			NO	
84229 - Zoning	1 Frank Oga	Planner V	24-JAN-05			NO	
84229 - Zoning	250 Frank O	Public Service Representative	07-SEP-19			YES	
84412 - Admin: Building Inspection	250 Frank O	Administrative Analyst II	13-FEB-18			NO	
84412 - Admin: Building Inspection	250 Frank O	Administrative Analyst II	30-MAY-06			NO	
84412 - Admin: Building Inspection	250 Frank O	Administrative Assistant I	07-AUG-21	YES		YES	
84412 - Admin: Building Inspection	250 Frank H	Management Assistant	02-SEP-80			NO	
84412 - Admin: Building Inspection	250 Frank O	Office Assistant I, PT	11-DEC-21	YES		NO	
84412 - Admin: Building Inspection	250 Frank O	Office Assistant II	27-NOV-21	YES		NO	
84412 - Admin: Building Inspection	250 Frank O	Office Assistant II	26-SEP-16			NO	
84412 - Admin: Building Inspection	250 Frank O	Office Assistant II	11-DEC-21	YES		NO	
84412 - Admin: Building Inspection	250 FRANK	Office Assistant II	06-APR-19			NO	
84412 - Admin: Building Inspection	250 Frank O	Public Service Representative	07-DEC-15			YES	
84412 - Admin: Building Inspection	250 Frank O	Public Service Representative	27-APR-15			YES	Spanish

84412 - Admin: Building Inspection	250 Frank H	Public Service Representative	05-MAR-22	YES		YES	
84412 - Admin: Building Inspection	250 Frank H	Public Service Representative	16-OCT-21	YES		YES	
84412 - Admin: Building Inspection	250 Frank H	Public Service Representative	30-MAY-89			YES	
84412 - Admin: Building Inspection	250 Frank O	Student Trainee, PT	27-MAR-17			NO	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	16-APR-22	YES		YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	22-JAN-22	YES		YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	13-NOV-21	YES		YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	30-OCT-21	YES		YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	03-APR-21			YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician I	15-JUN-19			YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician II	24-APR-06			YES	
84421 - Engineering: Permit Center	250 Frank O	Permit Technician II	15-JUL-17			YES	
84421 - Engineering: Permit Center	250 Frank H	Planner III	06-JAN-97			YES	
84421 - Engineering: Permit Center	250 Frank O	Specialty Combination Inspector, Sen	23-MAY-05			YES	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Assistant II (Office)	13-JAN-18			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Assistant II (Office)	14-FEB-05			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Assistant II (Office)	16-NOV-19			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Assistant II (Office)	25-AUG-01			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil (Office)	07-NOV-16			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil (Office)	13-NOV-12			YES	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil (Office)	14-MAY-12			NO	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil (Office)	22-FEB-05			YES	Chinese
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil (Office)	07-AUG-00			YES	
84431 - Building & Infrastructure Plan Check	250 Frank O	Engineer, Civil Principal	09-JUL-01			NO	
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator II	07-OCT-17			NO	
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator II	16-OCT-06			NO	
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator III	13-JUL-19			NO	
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator III	06-JUL-15			NO	
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator III	21-APR-08			NO	Chinese
84432 - Engineering: Project Coordination	250 Frank O	Process Coordinator III	27-FEB-06			YES	Spanish
84451 - Inspections: Commercial Building	250 Frank O	Engineer, Civil Principal	17-APR-89			YES	Chinese
84451 - Inspections: Commercial Building	250 Frank O	Exempt Limited Duration Employee	13-NOV-21	YES		NO	
84451 - Inspections: Commercial Building	250 Frank O	Principal Inspection Supv	13-DEC-99			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	05-SEP-20			YES	
84451 - Inspections: Commercial Building	1 Frank Oga	Specialty Combination Inspector	29-JUN-19			YES	Spanish
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	16-OCT-06			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	29-JUN-19			YES	

84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	17-NOV-18			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	21-OCT-17			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	11-SEP-17			YES	Vietnamese
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	28-APR-14			YES	
84451 - Inspections: Commercial Building	250 Frank H	Specialty Combination Inspector	06-JAN-14			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	15-NOV-99			YES	Spanish
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector	06-OCT-98			YES	Spanish
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector, Sen	07-DEC-15			YES	
84451 - Inspections: Commercial Building	250 Frank O	Specialty Combination Inspector, Sen	13-FEB-07			YES	Spanish
84452 - Inspections: Residential Building	250 Frank O	Exempt Limited Duration Employee	17-JUN-17			NO	
84452 - Inspections: Residential Building	250 Frank O	Principal Inspection Supv	01-NOV-99			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	14-DEC-19			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	03-NOV-18			YES	
84452 - Inspections: Residential Building	250 Frank H	Specialty Combination Inspector	04-APR-20			YES	Spanish
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	14-DEC-19			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	01-DEC-18			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	11-SEP-17			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	10-NOV-14			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	24-JUL-06			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	24-JUL-06			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	01-NOV-99			YES	
84452 - Inspections: Residential Building	250 Frank H	Specialty Combination Inspector	10-JUN-91			YES	
84452 - Inspections: Residential Building	250 Frank H	Specialty Combination Inspector	27-AUG-90			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector	15-MAY-89			YES	
84452 - Inspections: Residential Building	250 Frank O	Specialty Combination Inspector, Sen	16-JUL-18			YES	Spanish
84453 - Inspections: Infrastructure	250 Frank O	Construction Inspector, Sr (Field)	04-MAR-02			NO	
84453 - Inspections: Infrastructure	250 Frank O	Construction Inspector, Sr (Field)	23-MAR-95			NO	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	11-OCT-21	YES		YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	18-SEP-21	YES		YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	03-NOV-18			YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	12-MAR-18			YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	11-SEP-17			YES	
84454 - Inspections: Neighborhood Preservation	250 Frank H	Specialty Combination Inspector	18-SEP-21	YES		YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	18-SEP-21	YES		YES	
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	07-DEC-15			YES	Mandarin
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector	23-JAN-12			YES	
84454 - Inspections: Neighborhood Preservation	250 Frank H	Specialty Combination Inspector	24-JUL-06			YES	

84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector, Sen	11-SEP-17			YES	Spanish
84454 - Inspections: Neighborhood Preservation	250 Frank O	Specialty Combination Inspector, Sen	07-DEC-15			YES	Cantonese

Department Name: PUBLIC ETHICS
Fiscal Year: FY2021-2022



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, SUZANNE DORAN, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for PUBLIC ETHICS was submitted on 6/16/2022.

Suzanne Doran

SUZANNE DORAN
Acting Executive Director

Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **PUBLIC ETHICS**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Suzanne Doran	Ana Lara	Ana Lara
Title	Acting Director	Administrative Assistant II	Administrative Assistant II
Address	1 Frank H Ogawa Plaza Rm 104	1 Frank H Ogawa Plaza Rm 104	1 Frank H Ogawa Plaza Rm 104
Phone#	510-238-2081	510-238-3593	510-238-3593
Email	sdoran@oaklandca.gov	alarafranco@oaklandca.gov	alarafranco@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	5		New Hires		
Public Contact Positions (PCP)	1	100%	New PCP Hires		100%
PCP With Spanish Language Skill	1	100%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill		%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Public Ethics Commission	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: We hired a TCSE Ethics Analyst II for the fiscal year. The Executive Director left and we started a recruitment for a new Executive Director.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting	
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Public Ethics brochure	Yes		
GEA Fact Sheet	Yes		
PEC Complaint Form	Yes		
Total # of vital documents reported = 3			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1st Floor	510-238-3593	Done

Department Name: PUBLIC ETHICS
 Fiscal Year: FY2021-2022

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
NA								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	X <input type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X <input type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X <input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. Language Assessment Survey	
Language assessment survey administered	x <input type="checkbox"/> Yes <input type="checkbox"/> No
Describe department's effort in survey implementation:	
Sent language survey via Active Campaign to subscribers March 22, 2022 and April 21, 2022	

*Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking*

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: **PUBLIC ETHICS**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
6	1	0	1	Yes	0	0	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2021-2022 and data is reported as of June 2022.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Public Ethics Commission is compliant with all requirements by having the required percentage of bilingual staff in the department and 100% of our vital documents translated in Spanish and Chinese. Our main phone line is also translated in Spanish and Chinese. We use the services provided by the Equal Access department for interpretation and translation needs.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Public Ethics Commission is fully staffed and did not recruit for any fulltime openings. The main public contact position is filled by a bilingual staff person.

3. Highlight positive changes, successes, and best practices.

Enforcement staff continued to use interpretation services to conduct case intake interviews in Vietnamese, Cantonese, and Mandarin.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

All Public Ethics staff have been informed on the process on how to access Language Line for any interpretation needs. Staff was provided with business cards with information on how to access services while out in the field.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Materials are provided in the lobby area of the Public Ethics Commission office and can be produced upon request.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

100% of our vital documents have been translated.

3. Describe other materials the Department has provided in multiple languages?

None this year.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Public Ethics Commission's main phone line includes translation in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

We include the required accessibility language on our agenda material and provide our vital documents translated in Spanish and Chinese.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

None.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Public Ethics Commission will continue to reach out to different organizations that provide services in other languages to partner with outreach programs. In addition, the Commission will utilize all available language resources to communicate out to communities who speak any of the languages in which our staff and Commissioners cannot communicate.

We have also included in our commissioner recruitment application a question on other languages spoken.

Public Ethics Commission

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP	LANGUAGE
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Executive Director, Public Ethics Comm	23-APR-12	SEPARATED FROM CITY	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst III	16-FEB-16		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Enforcement Chief, Public Ethics Comm	28-FEB-19		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst I	18-AUG-14		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	14-MAY-22	YES	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	06-DEC-03		YES	SPANISH
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Investigator	28-MAR-16		NO	